

Mitel MiContact Center Enterprise Log Files Description

LOG FILES DESCRIPTION

RELEASE 9.5 SP2

NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks™ Corporation (MITEL®). 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") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: <http://www.mitel.com/trademarks>.

MiContact Center Enterprise Log Files Description
Release 9.5 SP2– October 2021

®,™ Trademark of Mitel Networks Corporation
© Copyright 2021 Mitel Networks Corporation
All rights reserved

INTRODUCTION

The MiCC Enterprise logs store information that can aid in troubleshooting system problems. This document will describe all the log files created for each system component.

The number of log files, and the maximum size of each log file, is configured on the General tab of the Contact Center System Properties - Advanced dialogue box of Configuration Manager. When the log file reaches its maximum size, it will automatically be backed up. The date and time of the backup will be appended to the name of the backed-up file and a new log file will be created. When the number of log files reaches the maximum that has been defined in Configuration Manager, the oldest file will be deleted.

The level of detail in the log files is dependent on the configured level for each MiCC Enterprise service or application. This is configured using the MiCC Enterprise Registry Configuration application, SeCCfg.exe, located on the installation DVD in the Tools subdirectory. It can also be set manually in the Windows registry. In most cases, the Windows service does not need to be restarted for the new log level to take effect. Log levels generally can be set between 0 and 9 with 0 being disabled and 9 being the highest level of detail. The default for most components is 3.

APPLICATION LOG LOCATION

Application log files are stored under the local application directory returned by Windows. The location may vary depending on your operating system. The abbreviation <LocalApplicationDirectory> will be used to refer to the directory for the remainder of the document. Typically, this path is C:\<UserID>\AppData\Local.



Note: You may have to enable viewing of hidden files and folders to see the directory.

BROKER SERVICE LOG

LABEL	DESCRIPTION
Description	Stores diagnostic information related to the Broker Service.
Log Name	BrokerSvc.log
Location	<InstallDir>\Services\Bin\Log
Written By	Broker Service (CCBroker)
Log Level Registry Entry	HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\CCBroker\Parameters\LogLevel

The log levels can also be configured in SeCCfg.exe.

AGENT SERVICE LOG

LABEL	DESCRIPTION
Description	Stores diagnostic information related to the Agent Service.
Log Name	Ccas.log
Location	<InstallDir>\Services\Bin\Log
Written By	Agent Service (CCAgent)
Log Level Registry Entry	HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\CCAgent\Parameters\LogLevel

OPEN MEDIA SERVICE LOG

LABEL	DESCRIPTION
Description	Stores diagnostic information related to the Open Media Service.
Log Name	OpenMediaService.log
Location	<InstallDir>\Services\Bin\Log
Written By	Open Media Service (CCOpenMedia)
Log Level Registry Entry	HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\CCOpenMedia\Parameters\LogLevel

ARCHIVE SERVICE ERROR LOG

LABEL	DESCRIPTION
Description	Stores diagnostic information related to the Archive Service.
Log Name	Arsverr.log
Location	<InstallDir>\Services\Bin\Log
Written By	Archive Service (CCArchive)
Log Level Registry Entry	HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\CCArchive\Parameters\LogLevel

CAMPAIGN SERVICE LOG

LABEL	DESCRIPTION
Description	Stores diagnostic information related to the Campaign Service.

Log Name	CampaignService.log
Location	<InstallDir>\Services\Bin\Log
Written By	Archive Service (CCCampaign)
Log Level Registry Entry	HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\CCCampaign\Parameters\LogLevel

CM EVENT LOG

LABEL	DESCRIPTION
Description	Stores diagnostic information related to Configuration Manager.
Log Name	CMEvent.log
Location	<LocalApplicationDirectory>\MiCC Enterprise\CM
Written By	Configuration Manager
Log Level Registry Entry	HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Mitel\SeC\Common\Parameters\Applications\CM\Parameters\LogCMEvent

CM CUSTOMER IMPORT LOG

LABEL	DESCRIPTION
Description	Stores information related to the customer import process in Configuration Manager
Log Name	xx.log where xx is the name of the imported file.
Location	<LocalApplicationDirectory>\MiCC Enterprise\CM
Written By	Configuration Manager
Log Level Registry Entry	HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Mitel\SeC\Common\Parameters\Applications\CM\Parameters\CustImportLogDetail

CONFIGURATION SERVICE LOG

LABEL	DESCRIPTION
Description	Stores diagnostic information related to the Configuration Service.
Log Name	ConfigSvc.log
Location	<InstallDir>\Services\Bin\Log
Written By	Configuration Service (CCConfiguration)

Log Level Registry Entry	HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\CCConfiguration\Parameters\LogLevel
--------------------------	--

CONFIGURATION UPDATES LOG

LABEL	DESCRIPTION
Description	Stores information regarding updates made to configuration data from Configuration Manager, Web Manager or any outside application.
Log Name	CMOpTrace.log
Location	<InstallDir>\Services\Bin\Log
Written By	Configuration Service (CCConfiguration)
Log Level Registry Entry	HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\CCConfiguration\Parameters\LogLevel

DATABASE LOG

LABEL	DESCRIPTION
Description	Stores all SQL errors experienced by native MiCC Enterprise applications or services. This log is always enabled.
Log Name	ncc_sql.log
Location	<InstallDir>
Written By	All native MiCC Enterprise applications and services.
Log Level Registry Entry	N/A

DBMT UTILITY SERVICE LOG

LABEL	DESCRIPTION
Description	Stores diagnostic information related to the DBMT Utility Service.
Log Name	ncc_sql_dbmtutilsvc.log
Location	<InstallDir>\Services\Bin\Log
Written By	DBMT Utility Service (CCDBMT)
Log Level Registry Entry	HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\CCDBMT\Parameters\LogLevel

AGENT LOG

LABEL	DESCRIPTION
Description	Stores diagnostic information related to Agent.
Log Name	Agent.log
Location	<LocalApplicationDirectory>\MiCC Enterprise\Agent
Written By	Agent
Log Level Registry Entry	HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Mitel\SeC\Common\Parameters\Applications\Agent\Parameters\LogLevel
Max Log Files Registry Entry	HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Mitel\SeC\Common\Parameters\Applications\Agent\Parameters\MaxLogFiles

EVENT SERVICE LOG

LABEL	DESCRIPTION
Description	Stores diagnostic information related to the Event Service.
Log Name	EventSvc.log
Location	<InstallDir>\Services\Bin\Log
Written By	Event Service (CCEvent)
Log Level Registry Entry	HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\CCEvent\Parameters\LogLevel

REPORT DATA LOG

LABEL	DESCRIPTION
Description	Stores report data information related to the Archive Service. It is enabled via the Activate Report Data Log option in Configuration Manager.
Log Name	Arsvrep.log
Location	<InstallDir>\Services\Bin\Log
Written By	Archive Service (CCArchive)
Log Level Registry Entry	N/A

INFORMATION MANAGER LOG

LABEL	DESCRIPTION
-------	-------------

Description	Stores diagnostic information related to Information Manager.
Log Name	IM.log
Location	<LocalApplicationDirectory>\MiCC Enterprise\CM
Written By	Information Manager
Log Level Registry Entry	HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Mitel\SeC\Common\Parameters\Applications\IM\Parameters\LogLevel

REPORT MANAGER LOG

LABEL	DESCRIPTION
Description	Stores diagnostic information related to Report Manager.
Log Name	RM.log
Location	<LocalApplicationDirectory>\MiCC Enterprise\RM
Written By	Information Manager
Log Level Registry Entry	HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Mitel\SeC\Common\Parameters\Applications\RM\Parameters\LogLevel

REPORT SERVICE LOG

LABEL	DESCRIPTION
Description	Stores diagnostic information related to the Report Service.
Log Name	RpsvDiag.log
Location	<InstallDir>\Services\Bin\Log
Written By	Report Service (CCReport)
Log Level Registry Entry	HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\CCReport\Parameters\LogLevel

ROUTER SERVICE LOG

LABEL	DESCRIPTION
Description	Stores diagnostic information related to the Router Service.
Log Name	RouteSvc.log
Location	<InstallDir>\Services\Bin\Log

Written By	Router Service (CCRouter)
Log Level Registry Entry	HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\CCRouter\Parameters\LogLevel

REAL TIME INTERFACE SERVICE LOG

LABEL	DESCRIPTION
Description	Stores diagnostic information related to the Real-Time Interface Service.
Log Name	NetMonError.log
Location	<InstallDir>\Services\Bin\Log
Written By	Real-Time Interface Service Service (CCNetworkMonitor)
Log Level Registry Entry	HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\CCNetworkMonitor\Parameters\LogLevel

LOGON WEB SERVICE LOG

LABEL	DESCRIPTION
Description	Stores diagnostic information related to the Logon Web Service.
Log Name	seclogonws.log
Location	<InstallDir>\Services\Bin\Log
Written By	Logon Web Service (seclogonws Web Application)
Log Level Registry Entry	HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Mitel\SeC\Common\Parameters\Services\SeCLogonWS\LogLevel

EVENT WEB SERVICE LOG

LABEL	DESCRIPTION
Description	Stores diagnostic information related to the Event Web Service.
Log Name	seceventws.log
Location	<InstallDir>\Services\Bin\Log
Written By	Event Web Service (seceventws Web Application)
Log Level Registry Entry	HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Mitel\SeC\Common\Parameters\Services\SeCEventWS\LogLevel

REPORT WEB SERVICE LOG

LABEL	DESCRIPTION
Description	Stores diagnostic information related to the Report Web Service.
Log Name	secreportws.log
Location	<InstallDir>\Services\Bin\Log
Written By	Report Web Service (secreportws Web Application)
Log Level Registry Entry	HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Mitel\SeC\Common\Parameters\Services\SeCReportWS\LogLevel

CONFIGURATION WCF SERVICE LOG

LABEL	DESCRIPTION
Description	Stores diagnostic information related to the Configuration Wcf Service.
Log Name	SeCConfigWCF.log
Location	<InstallDir>\Services\Bin\Log
Written By	Configuration Wcf Service (CCConfigurationWcf)
Log Level Registry Entry	HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\CCConfigurationWcf\Parameters\LogLevel

SIP LOG

LABEL	DESCRIPTION
Description	Stores diagnostic information related to SIP traffic generated in Agent. This log is enabled by selecting Detailed Logging in the Options of Agent.
Log Name	SipLog.txt
Location	<LocalApplicationDirectory>\MiCC Enterprise\Agent
Written By	Agent
Log Level Registry Entry	HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Mitel\SeC\Common\Parameters\Applications\Agent\Parameters\M5TLogLevel

SIP MSRP LOG

LABEL	DESCRIPTION
-------	-------------

Description	Stores diagnostic information related to MSRP SIP traffic generated in Agent. This log is enabled by selecting Detailed Logging in the Options of Agent.
Log Name	MSRP_<yymmtt>.log
Location	<LocalApplicationDirectory>\MiCC Enterprise\Agent
Written By	Agent
Log Level Registry Entry	N/A

SIP AUDIO DEVICE LOG

LABEL	DESCRIPTION
Description	Stores diagnostic information related to SIP audio traffic generated in Agent. This log is enabled by selecting Detailed Logging in the Options of Agent.
Log Name	BluStar_loglog_<yymmtt>.log
Location	<LocalApplicationDirectory>\MiCC Enterprise\Agent
Written By	Agent
Log Level Registry Entry	N/A

SOCKET MANAGER LOG

LABEL	DESCRIPTION
Description	Stores diagnostic information TCP/IP communication between applications and services. Most of the services and applications are using the SocketManager common component for TCP/IP communication.
Log Name	SocketManager_<ProcessName>.log
Location	Same location as running process.
Written By	SocketManager.dll
Log Level Registry Entry	HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Mitel\SocketManager\<ProcessEXE> Refer to <i>Advanced Configurations</i> for more details on this setting.

MICC AGENT SERVICE LOG

LABEL	DESCRIPTION
-------	-------------

Description	Stores diagnostic information related to the MiCC Agent Service.
Log Name	AgentService.log
Location	<InstallDir>\Services\Bin\Log
Written By	MiCC Agent Service (CCSolidusAgent)
Log Level Registry Entry	HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\CCSolidusAgent\Parameters\LogLevel

CALL CONTROL SERVICE LOG

LABEL	DESCRIPTION
Description	Stores diagnostic information related to the Call Control Service.
Log Name	CallControlService.log
Location	<InstallDir>\Services\Bin\Log
Written By	Call Control Service (CCCallControl)
Log Level Registry Entry	HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\CCCallControl\Parameters\LogLevel

EMAIL SERVICE LOG

LABEL	DESCRIPTION
Description	Stores diagnostic information related to the E-mail Service.
Log Name	EmailService.log
Location	<InstallDir>\Services\Bin\Log
Written By	E-mail Service (CCEmail)
Log Level Registry Entry	HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\CCEmail\Parameters\LogLevel

CHAT SERVICE LOG

LABEL	DESCRIPTION
Description	Stores diagnostic information related to the Chat Service.
Log Name	ChatService.log
Location	<InstallDir>\Services\Bin\Log

Written By	Chat Service (CCChat)
Log Level Registry Entry	HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\CCChat\Parameters\LogLevel

SCHEDULER SERVICE LOG

LABEL	DESCRIPTION
Description	Stores diagnostic information related to the Scheduler Service.
Log Name	SchedulerService.log
Location	<InstallDir>\Services\Bin\Log
Written By	Scheduler Service (CCScheduler)
Log Level Registry Entry	HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\CCScheduler\Parameters\LogLevel