Troubleshooting

- AES - TSAPI logging
- AES - useful commands
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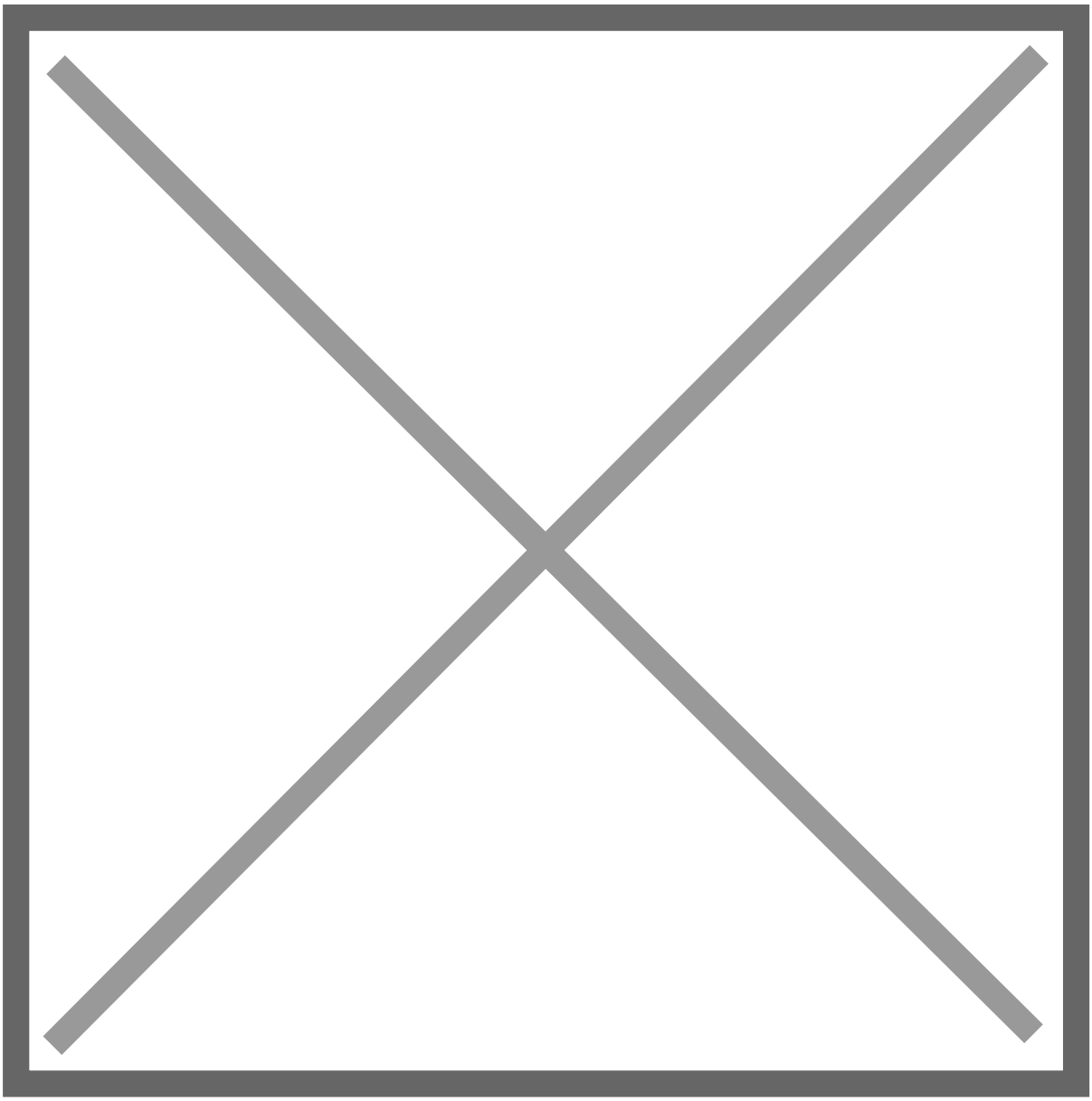
AES - TSAPI logging

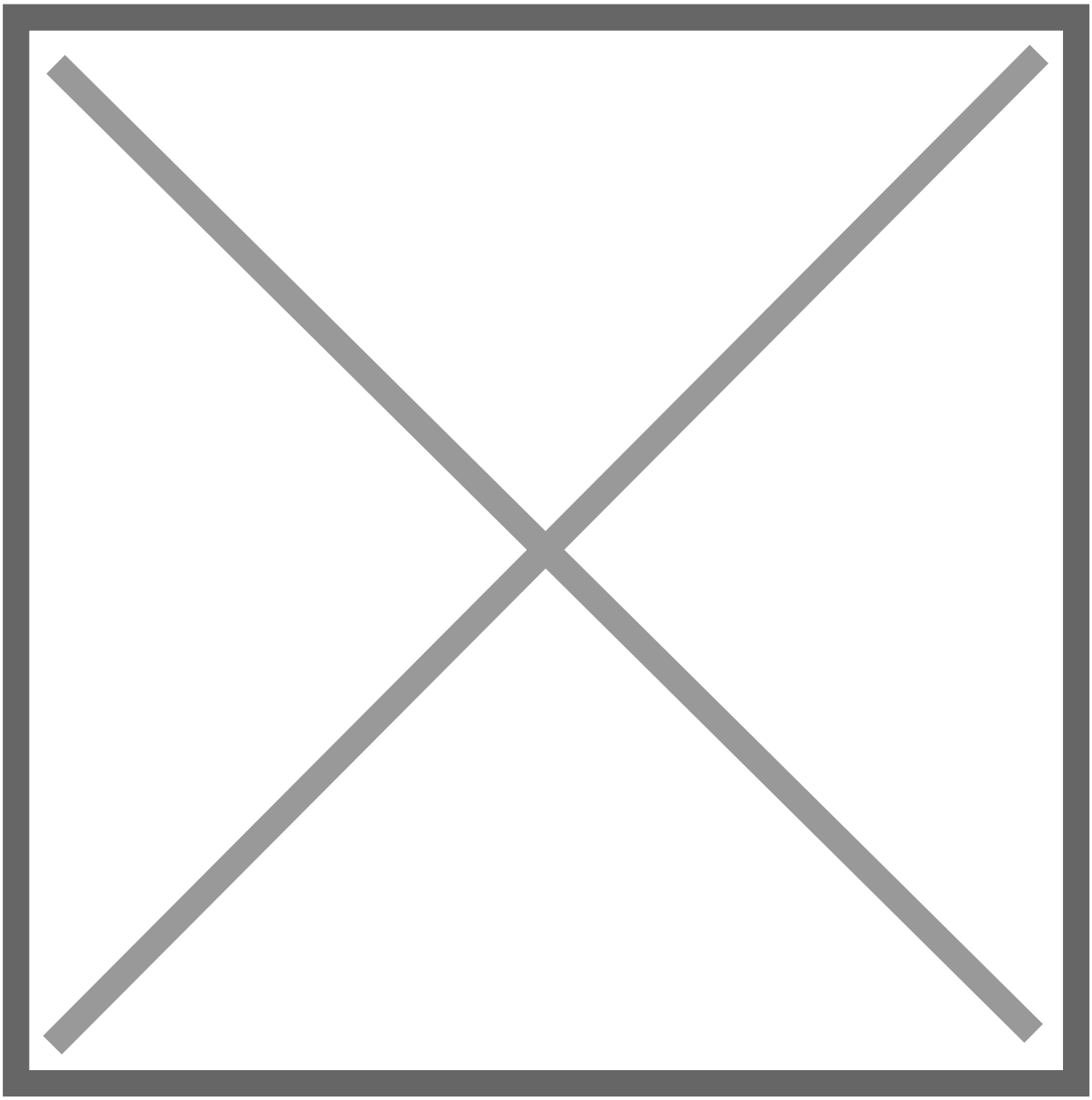
In the last entry we worked with AES, CM and TSAPI cti links, this entry will be short but we will show how to locate AES logs and how to enable TSAPI debugging.

Logs can be seen using the web page navigate to **Status -> Logs -> Error Logs**:



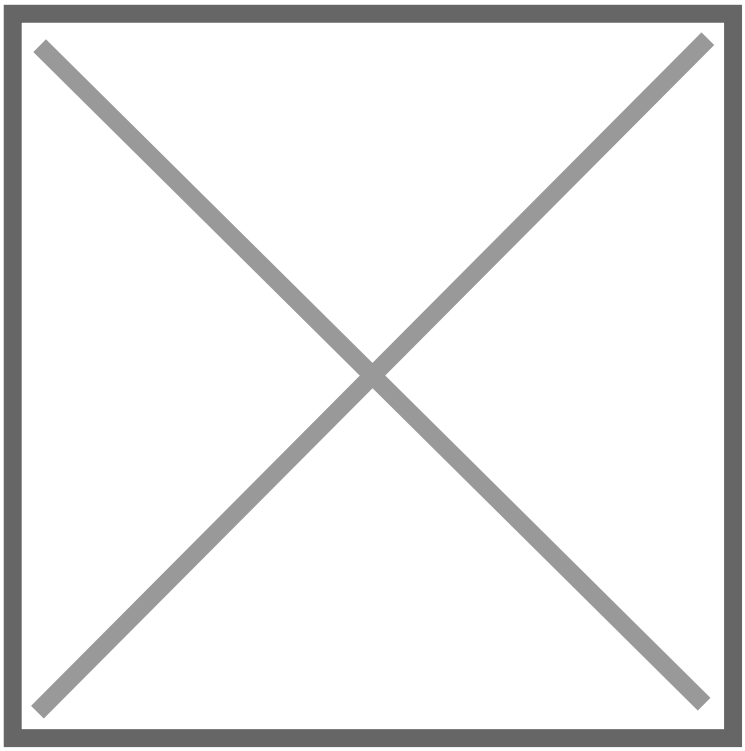
They can be checked one by one or do a download to your PC, but logs can also be located in:

/var/log/avaya/aes/

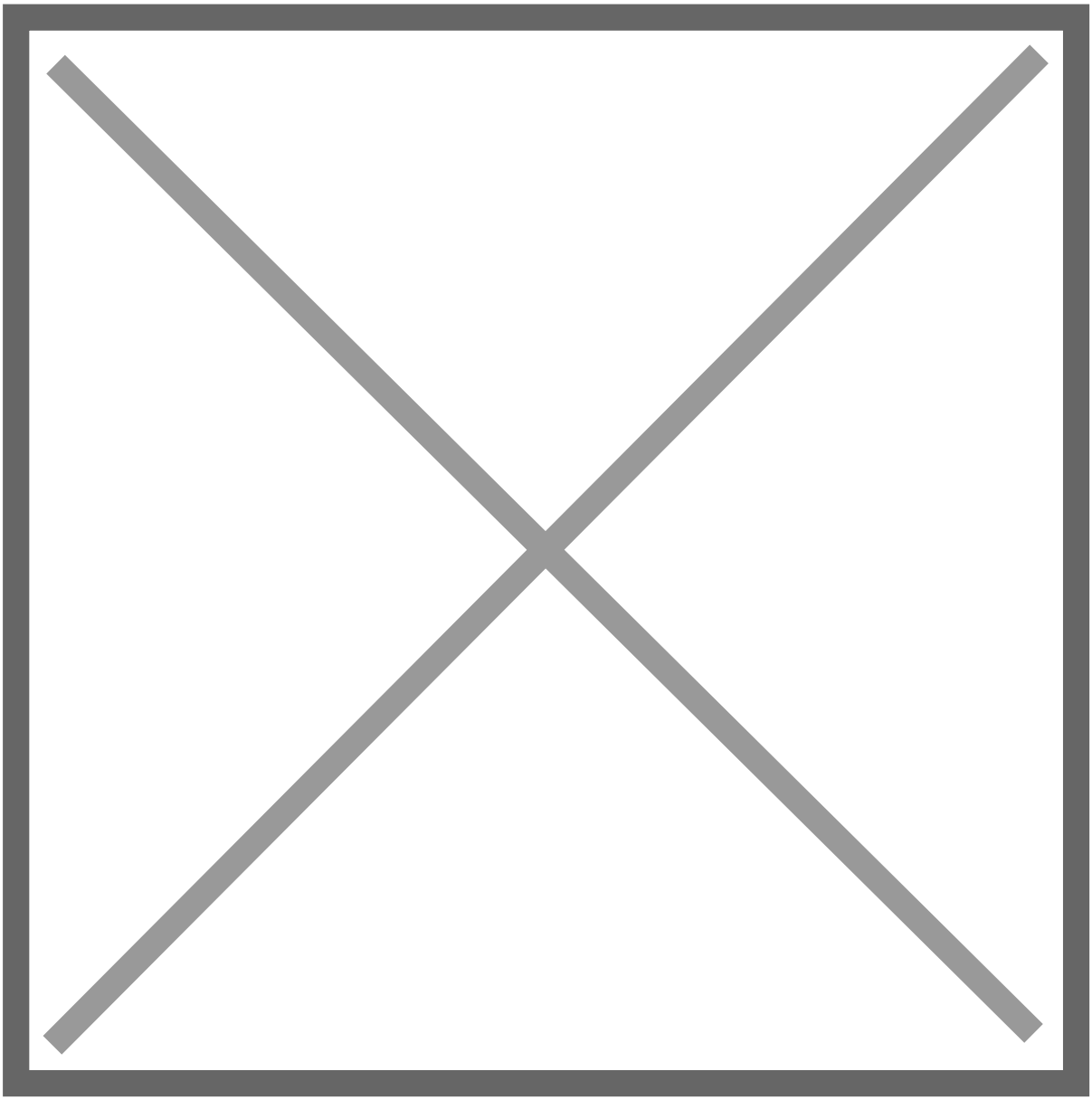


Sometimes it’s useful enabling debugging for TSAPI, the best way to do it is:

Status -> Log Manager -> Trace Logging Levels -> TSAPI Service -> Everything on

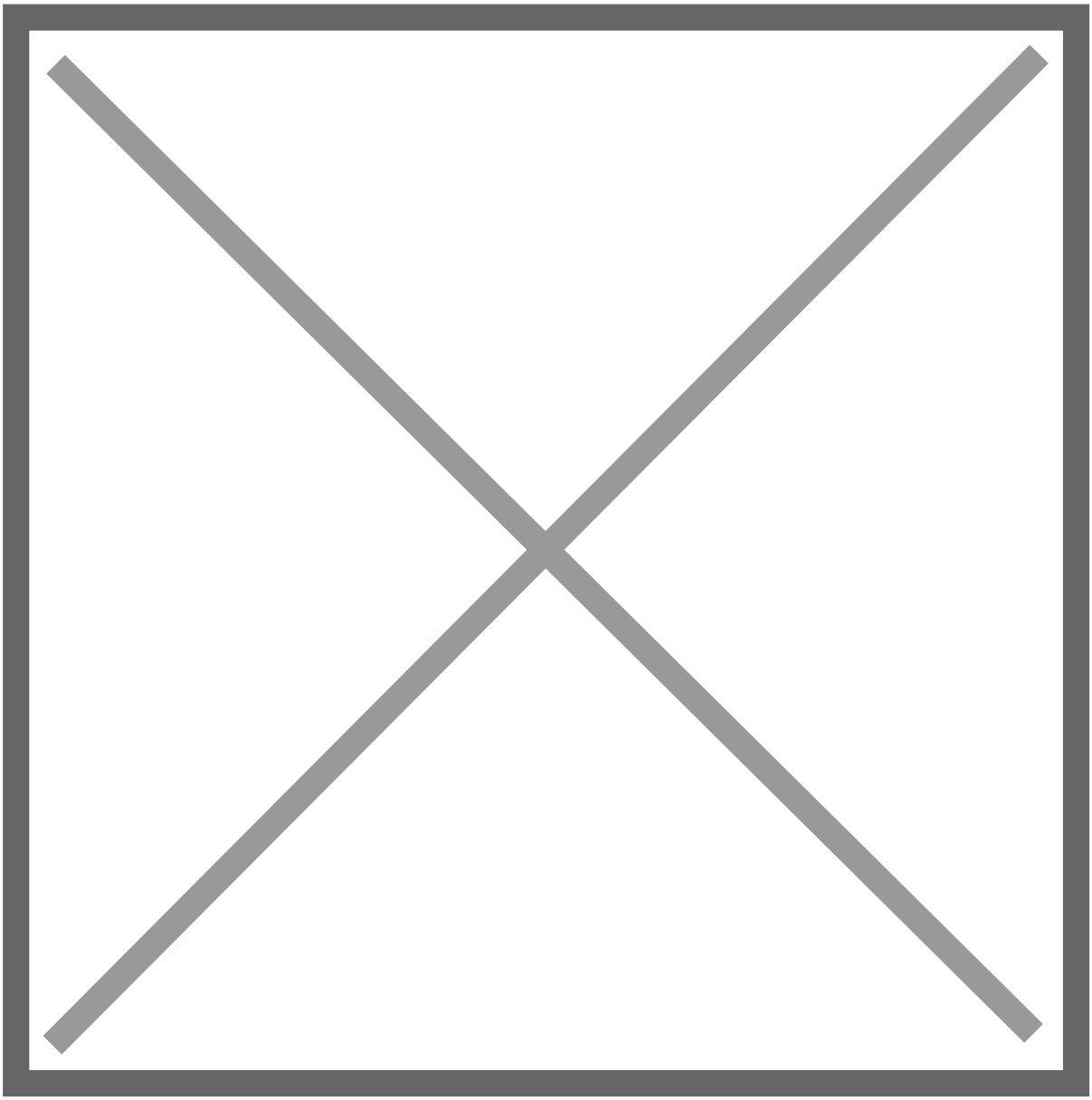


When enabled a new folder is created in the path ***/var/log/avaya/aes/TSAPI*** lets make a TSAPI Test using the web page but typing the wrong password:

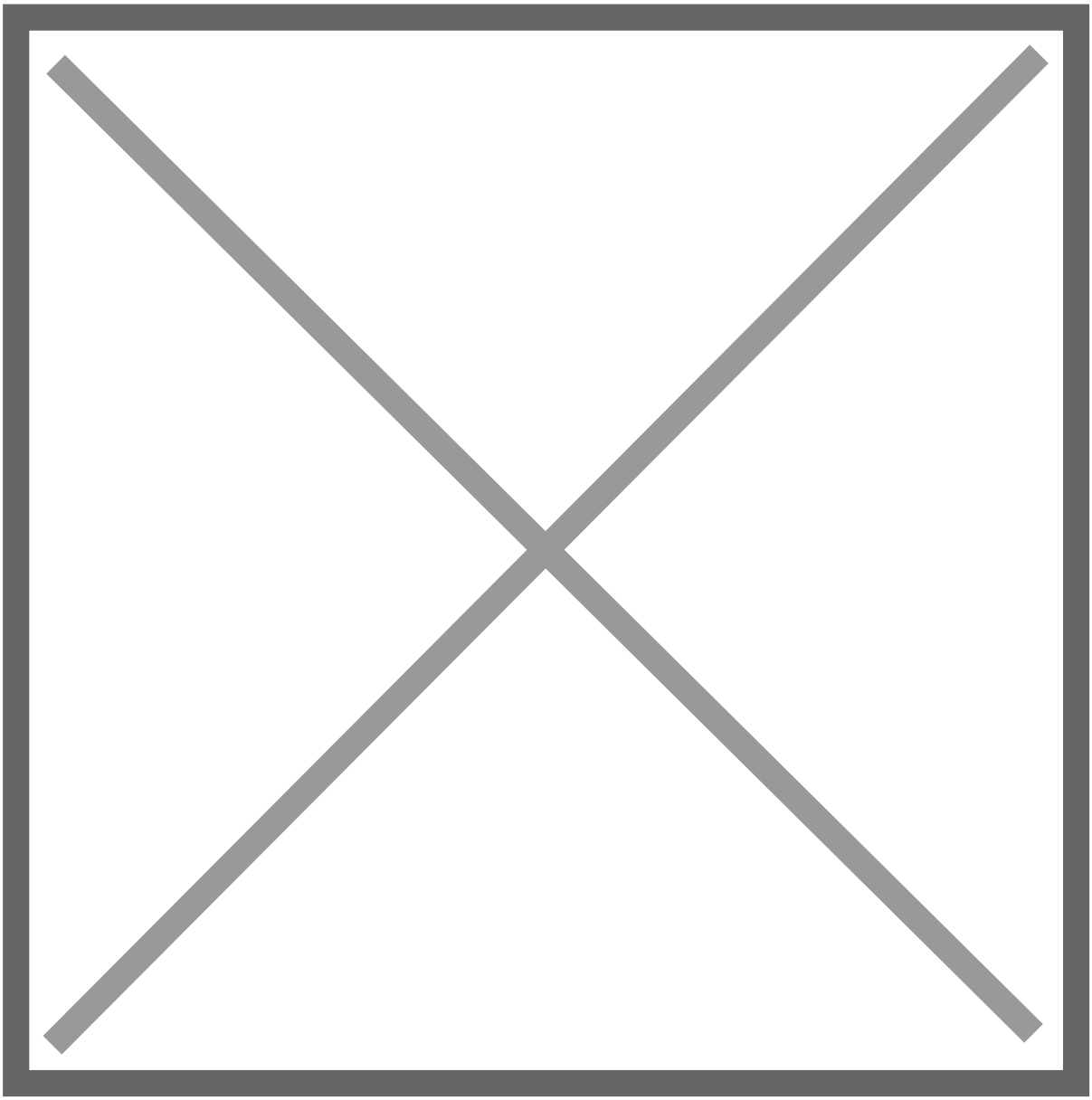


Now lets verify the logs (TSAPI Service log is set to disabled now):

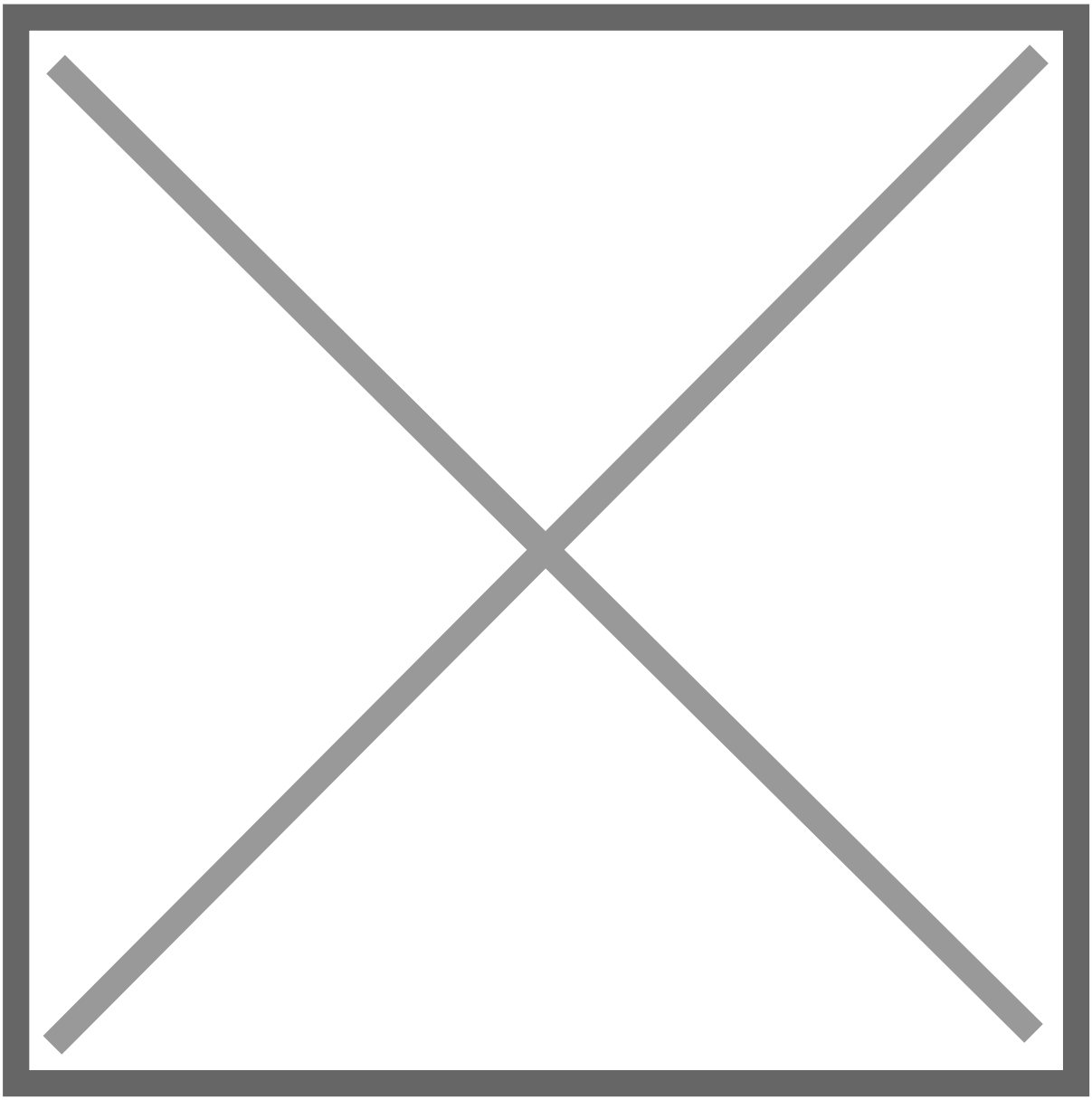
The first thing to notice is that there is a new folder



There are two types of logs generated one for the communication to the CM and a different one for the 3rd party application:



As the password was set incorrectly lets verify the csta_trace.out log and look for that error:



Source: https://whereismyvoicepacket.com/aes-logging/

AES - useful commands

Here is a list of useful commands in Avaya AES.

Checking services

```
service aesvcsSpiritAgent status
service subagent1 status
service subagent2 status
service snmpd status

systemctl status aesvcsSpiritAgent
systemctl status subagent1
systemctl status subagent2
systemctl status snmpd
```

Information

```
swversion
cat /etc/os-release
uname -r
df -h
hostname
who
reboot
shutdown -r now
```

Networking info

```
ifconfig
route -n
iptables -L --line-numbers
netstat -nao | grep 8443
netstat -plnt | grep 0.0.0.0
/opt/mvap/bin/netconfig
```

Administration

```
wget https://x.x.x.x:8443
cat /etc/hosts
cat /etc/hosts.allow
cat /etc/hosts.deny
find / -iname sms_test.php
```

Important file/folders

```
ls /var/log/avaya/aes/
cat /var/lib/net-snmp/snmpd.conf
vi /opt/mvap/conf/javaManager.properties
ls /opt/coreservices/avaya/certs/ -ltr
cat /opt/coreservices/certmgmt/conf/certmgmt.conf
```

IP Table administration

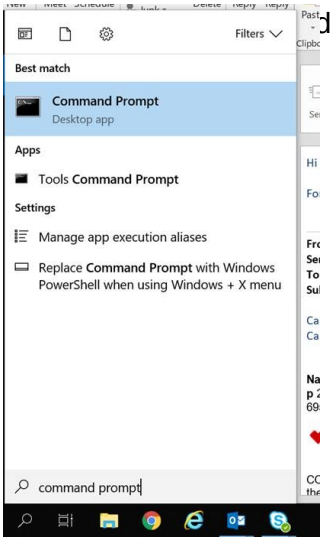
```
iptables -S | grep 8443
iptables -L --line-numbers
iptables -D INPUT 1
sudo iptables -I INPUT 1 -p tcp -s 10.191.33.168 --dport 8443 -j ACCEPT
```

Source: https://whereismyvoicepacket.com/avaya-aes-admin-task-useful-commands/

Retrieve CTI desktop log from agent machine

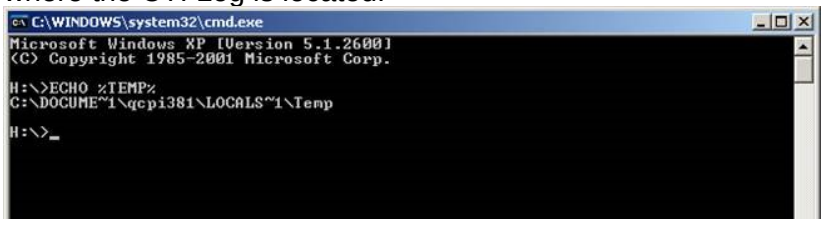
“Retrieve the CTI desktop log from agent machine.”

There is a CTI log that gets saved on the Agent’s machine that dumps a trace of CTI activity.? This log can help in determining login issues or connection issues and may explain why the agent either cannot login or does not see the CTI pop-up.

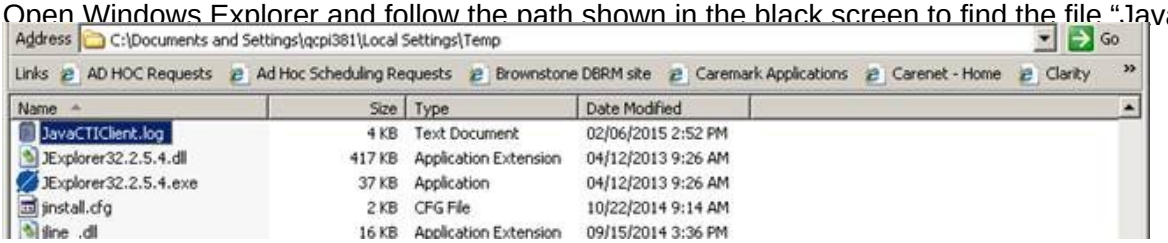


d Prompt and select it.

When you get the black screen, enter “ECHO %TEMP%”. This will provide the path to the temporary folder where the CTI Log is located.



Open Windows Explorer and follow the path shown in the black screen to find the file “JavaCTIClient.log”



NOTE: The App Data folder may be a hidden folder and the rep may not be able to see it. If they can't see it, see instructions below.

To view hidden files and?folders in Windows 7

1.????? Select the Start button, then select Control Panel > Appearance and Personalization.?
2.????? Select?**Folder**?Options, then select the View tab.?
3.??????? Under Advanced settings, select Show hidden files,?**folders**, and drives, and then select OK.

To view hidden files and?folders?in?Windows 10

1.????? Open File Explorer from the taskbar.?
2.????? Select View > Options > Change?**folder**?and search options.?
3.??????? Select the View tab and, in Advanced settings, select?**Show**?hidden files,?**folders**, and drives and OK.