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# How to Use the vrutrace Utility

Document ID: 20553

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## **Introduction**

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## **Introduction**

This document discusses how to use the **vrutrace** utility. The **vrutrace** utility allows the retrieval of specified log files related to the Peripheral Interface Manager (PIM) process of a Peripheral Gateway (PG) when it is connected to a Voice Response Unit (VRU) in a Cisco Intelligent Contact Management (ICM) Enterprise Edition environment.

## **Prerequisites**

### **Requirements**

Readers of this document should have knowledge of these topics:

- Cisco ICM PG configuration
- Knowledge of VRU

### **Components Used**

The information in this document is based on these software and hardware versions:

- Cisco ICM versions 4.5.x and later
- Microsoft Windows NT version 4.0 or Microsoft Windows 2000

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

## Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

## About the vrutrace Utility

The **vrutrace** utility enables you to retrieve specified log files related to the PIM process of a PG when it is connected to a VRU.

## How to Use the vrutrace Utility

This section explains how to use the **vrutrace** utility.

### Start the vrutrace Utility

To execute the **vrutrace** utility, ensure that your computer is:

- Connected through a DOS prompt or a telnet session to the PG that contains the log you need.
- At the `c:\icr\custname\pgxx\vrucap` subdirectory for versions earlier than 5.0, or at the `c:\icm\custname\pgxx\vrucap` subdirectory for versions 5.0 and later.

**Note:** Here, *custname* and *pgxx* are customer specific. For example, if the customer is XYZ and the PG is PG1A, the subdirectory is `c:\icr\xyz\pg1a\vrucap`.

Here are the options for the **vrutrace** utility:

```
vrutrace [ProcessName] [/if InputFile] [/o] [/of OutputFile]
          [/bd BeginDate(mm/dd/yy)] [/bt BeginTime(hh:mm:ss)]
          [/ed EndDate(mm/dd/yy)] [/et EndTime(hh:mm:ss)] [/all] [/prev]
          [/last] [/binary] [/debug] [/sleep] [/htbt] [/vrustat] [/help]
          [/?]
```

## Examples for How to Use the vrutrace Utility

### Example 1

This example shows how you can obtain the output from a log file with information from April 29, 2000 until April 30, 2000 with binary data.

```
c:\icr\xyz\pg1a\vrucap\vrutrace pim1 /bd 04/29/2000 /ed 04/30/2000 /binary
```

### Example 2

This example shows how you can obtain output from a log file with information from the last time the process ran to the current date and time.

```
c:\icr\xyz\pg1a\vrucap\vrutrace pim1 /last
```

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Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

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## Related Information

- **Technical Support – Cisco Systems**
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