

Recommended Tracing Levels for Troubleshooting IPCC Issues

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Introduction

This document outlines the recommended trace levels for troubleshooting in your IP Contact Center (IPCC) environment. In order to turn up the trace, you can use these utilities:

- Procmon
- OPCTest
- Regedt32

Note: Be sure to turn off all tracing when finished. Also, do not leave process command windows open after you finish testing. This severely impacts system resources, especially CPU utilization and memory.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Intelligent Contact Management (ICM)
- Computer Telephony Integration (CTI)
- The IPCC
- Agent Login Problems
- Turning up Tracing
- Using CTI Test
- How to Use the Dumplog Utility

Components Used

The information in this document is based on Cisco ICM version 4.x and later.

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

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Recommended Trace Levels

These processes require you to increase trace levels:

- JTapi
- Eagtpim
- OPC
- CTI Server

Note: Before you turn up tracing, first determine the amount of free disk space on the machine. Adjust the EMSAllLogFileMax and EMSLogFileMax in order to ensure that the logs are not overwritten. Refer to Turn up Tracing for more information and detailed directions.

JTapi

On the Peripheral Gateway (PG) where the CTI Server is installed, use the **Procmon** utility to turn up tracing for the JTapi Gateway process:

Note: In a duplexed PG environment, enable tracing on the active PG. Refer to Using the OPCTest Command-Line Utility for more information and use the OPCTest utility in order to determine the active PG.

```
C:\>procmon <cust_inst> <node> jgw<jtapi instance>
>>>trace JT_TPREQUESTS /on
>>>trace JT_JTAPI_EVENT_USED* /on
>>>trace JT_PIM_EVENT /on
>>>trace JT_ROUTE_MESSAGE /on
>>>trace *CONF* /on
```

Use this command in order to turn off tracing:

```
>>> trace * /off
```

Note: The trace commands are case-sensitive.

Eagtpim

On the PG where the Enterprise Agent PIM is installed, use the **Procmon** utility to turn up tracing for the Enterprise Agent PIM process:

```
C:\>procmon <cust_inst> <node> pim<pim instance>
>>>trace tp* /on
>>>trace precall /on
>>>trace *event /on
```

```
>>>trace csta* /on
```

Use this command in order to turn off tracing:

```
>>> trace * /off
```

OPC

On the PG where the Enterprise Agent PIM is installed, use the **OPCTest** utility to turn up tracing for the Open Peripheral Controller (OPC) process:

```
C:\>opctest /cust <cust_inst> /node <node>  
opctest:debug /agent /routing /cstacer /tpmsg /closedcalls
```

Use this command in order to turn off tracing:

```
OPCTEST: debug /noall
```

CTI OS Server

On the server where the CTI OS Server is installed, use **Regedt32** to turn up tracing for the CTI OS process:

- **For versions earlier than 5.0:**

```
software\GeoTel\icr\<cust_inst>\CTIOS\EMS\CurrentVersion\library\  
Processes\ctios
```

```
Set EMSTraceMask = 0xA0F
```

- **For versions 5.0 to 7.0 and later:**

```
software\Cisco Systems Inc.\ICM\<cust_inst\CTIOS\EMS\CurrentVersion\  
library\Processes\ctios
```

```
Set EMSTraceMask = 0xA0F
```

- **For versions 7.0 to 7.1(1):**

```
software\Cisco Systems Inc.\ICM\<cust_inst\CTIOS\EMS\CurrentVersion\library\Processes
```

```
Set EMSTraceMask = 0x20A0F
```

- **For versions 7.1(2) and later:**

```
software\Cisco Systems Inc.\ICM\<cust_inst\CTIOS\EMS\CurrentVersion\library\Processes
```

```
Set EMSTraceMask = 0x60A0F
```

Note: The default trace mask is 0x3 in all releases except in release 7.0(0) where it is set to 0x20003.

CTI OS Driver

On the server where the CTI OS Server is installed, use **Regedt32** to turn up tracing for the CTI OS Driver process:

- **For versions earlier than 5.0:**

```
software\GeoTel\icr\<cust_inst>\CTIOS\EMS\CurrentVersion\library\  
Processes\ctidriverSet
```

```
EMSTraceMask = 0xA0F
```

- **For version 5.0 and later:**

```
software\Cisco Systems Inc.\ICM\library\Processes\ctidriver  
  
Set EMSTraceMask = 0xA0F
```

Note: It is possible that you have to adjust log file sizes to accommodate the influx in trace data. See Turning up Tracing for information on this process.

CTI Server

On the PG where the CTI Sever is installed, use Regedt32 to turn up tracing for the CTI process:

- **For versions earlier than 5.0:**

```
software\GeoTel\icr\Processes\ctisvr  
  
Set EMSTraceMask = F0
```

- **For version 5.0 and later:**

```
software\Cisco Systems, Inc.\ICM\Library\Processes\ctisvr  
  
Set EMSTraceMask = F0
```

Note: If there are troubleshooting client side issues, it can be necessary to set EMSTracemask to F8 in order to see the session information in the logs.

VRU PIM

Refer to this techtip on how to pull VRU PIM logs. Default tracing is usually sufficient unless otherwise requested.

http://www.cisco.com/en/US/products/sw/custcosw/ps1001/products_tech_note09186a00800949b1.shtml

IP IVR Tracing

Choose **Appadmin > System > Tracing > CRS Engine > Trace Configuration** and set Debugging on these:

Libraries:

LIB_ICM

Miscellaneous:

ENG

Steps:

Steps_ICM

Subsystems:

SS_ICM

SS_TEL

You need to uncheck Debugging in order to turn off tracing.

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- [Cisco Support Tools](#)
- [Using Remote Process Monitor Console \(Procmon\)](#)
- [Using the OPC Test Command Line Utility](#)
- [Turning Up Tracing](#)
- [CTI Test Guide](#)
- [Using CTITest to Troubleshoot IPCC Agent Login Problems](#)
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