

How to Use the RTRTRACE Utility

Document ID: 24722

Introduction

Before You Begin

Conventions

Prerequisites

Components Used

Establish a `rttrace` Session

Set the Trace Options

Enable Trace Options

Disable the Trace Options

Related Information

Introduction

This document explains the Router Trace Utility (**rttrace**) and how to use it on a Cisco Intelligent Contact Management (ICM) CallRouter.

Before You Begin

Conventions

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

Prerequisites

Readers of this document should be knowledgeable of the following:

- Cisco ICM
- Microsoft Windows

Components Used

The information in this document is based on the software and hardware versions below.

- Cisco ICM version 4.6.2 and later

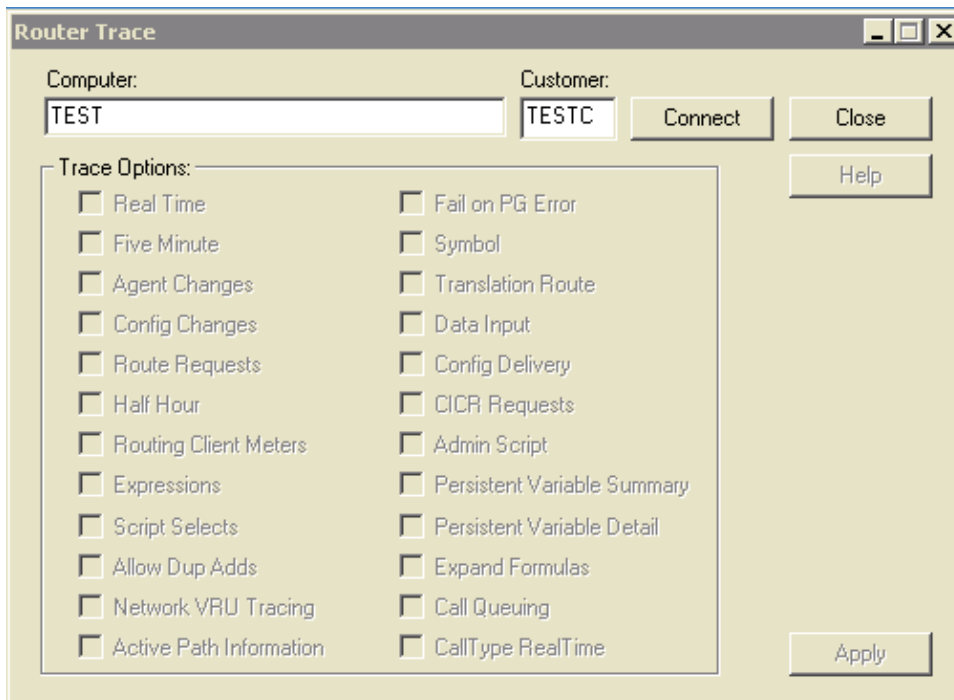
The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

Establish a `rttrace` Session

You can start a Router Trace session on either side of a CallRouter. Tracing starts logging for both sides when it is enabled. Complete the following steps on an ICM CallRouter to start a session:

1. Open a DOS command prompt.
2. At the command prompt, type **rttrace**. The Router Trace Utility opens, as shown in Figure 1.

Figure 1: Router Trace

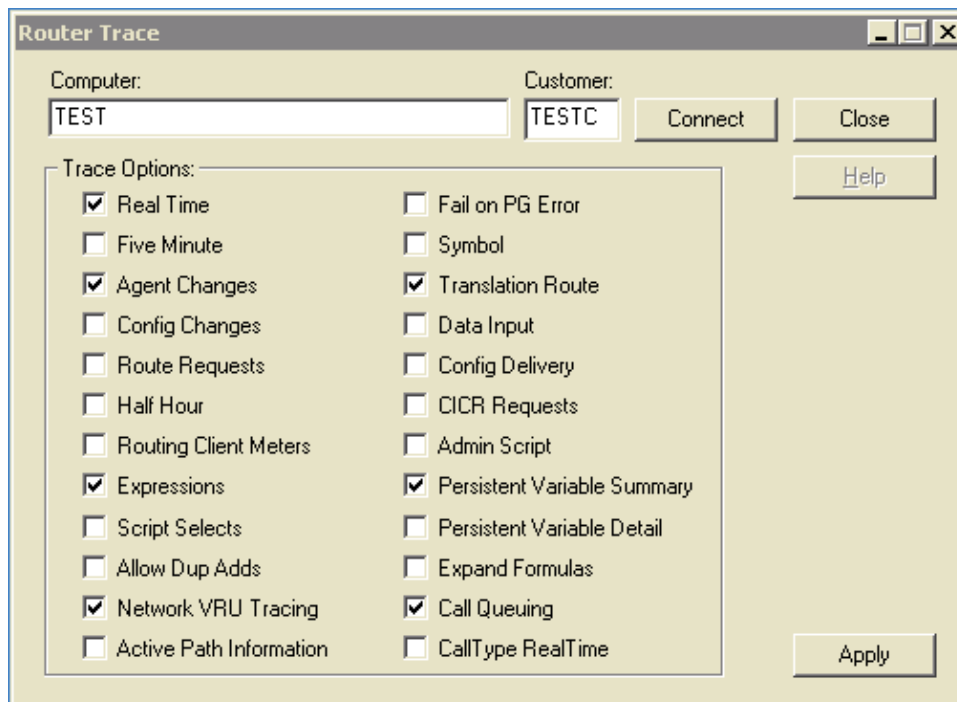


3. Enter the hostname of the server in the space provided for **Computer**.
4. Enter the customer instance in the space provided for **Customer**.
5. Click **Connect**.

Set the Trace Options

Select the desired trace options, click the **Trace Option** name, as shown in Figure 2.

Figure 2: Route Trace — Trace Options



Enable Trace Options

Click **Apply**, to enable the selected **Trace Options**.

Disable the Trace Options

Uncheck the selected Trace Options and click **Apply** to disable the selected traces.

Related Information

- [Turning Up Tracing](#)
 - [Technical Support – Cisco Systems](#)
-

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2008 – 2009 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

Updated: Oct 18, 2005

Document ID: 24722
