

Recommended Trace Levels for CVP/ISN

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Introduction

This document provides the recommended level of traces for the Customer Voice Portal (CVP) or Internet Service Node (ISN) product to help determine whether issues are related to Cisco CVP or ISN, Cisco Intelligent Contact Management (ICM), or Cisco IOS.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM functionality
- Cisco CVP functionality
- Networking background

Components Used

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

- Cisco ICM version 4.6.2 and later
- Cisco ISN 2.1, or CVP 3.0 and 3.1

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.

Set Voice Browser Trace Levels

From the Peripheral Gateway (PG) where CVP or ISN is installed, complete these steps in order to set traces:

1. For CVP, choose **Start > Programs > Cisco Customer Voice Portal > Voice Browser > VB Admin**.

For ISN, choose **Start > Programs > Cisco Internet Service Node > Voice Browser > VB Admin**.

2. Issue the **setcalltrace on** command.

Use *off* to deactivate.

3. Issue the **setinterfacetrace on** command.

Use *off* to deactivate.

4. Issue the **seth323trace on** command.

Use *off* to deactivate.

5. Increase the log files for the Voice Browser.

Note: Refer to Turning Up Tracing for information on turning up tracing.

These are suggested:

- ◆ EMSAllLogFileMax = 500 MB
- ◆ EMSAllLogFileCount = 1000
- ◆ EMSLogFileMax = 10 MB
- ◆ EMSDisplayToScreen = 0

6. Obtain the log files:

a. Open a command prompt window to the relevant directory to capture the Voice Browser log for the particular time in question:

◇ The directory for CVP is:

```
C:\Cisco\CVP\VoiceBrowser\logFiles>dumplog vb /bt time /
et time /of pimtest.txt
```

◇ The directory for ISN is:

```
C:\Cisco\ISN\VoiceBrowser\logFiles>dumplog vb /bt time /
et time /of pimtest.txt
```

This is an example:

```
dumplog vb /bt 14:00 /et 15:00 /of vb1_1400_1500.txt
```

b. Use the dumplog utility to gather the ISN/CVP Voice Browser log files.

After you complete the test(s), pull back the appropriate Voice Browser log(s) and provide the logs to Cisco Technical Support..

Set Application Server Trace Levels

From the PG where the Application Server is installed, complete these steps in order to set traces:

1. For CVP, choose **Start > Programs > Cisco Customer Voice Portal > Application Server > Application Administrator**.

For ISN, choose **Start > Programs > Cisco Internet Service Node > Application Server > Application Administrator**.

2. Log in as the Microsoft Windows 2000 Administrator.
3. Choose **Engine** from the Main page.
4. Choose **Log Configuration**.
5. Check the check boxes for **Call** and **Basic** in the Interface tracing section.

Engine Frame - Microsoft Internet Explorer - [Working Offline]

File Edit View Favorites Tools Help

Engine

[Status](#)
[Active Calls](#)
[Call Statistics](#)
[Diagnostic Info](#)
[Engine Configuration](#)
[Log Configuration](#)
[Log Files](#)

[Main Menu](#)

Log Configuration

Log File Output
 Filename: .
 Number of Log Files:
 Log File Size:

Interface tracing

Interface Trace Log Level
 Call Basic Detailed

SDDSN(Standalone Distributed Diagnostic and Service Network

SDDSN Node 1
 SDDSN Node 2

6. Increase the **Number of Log Files** to a suitable number after you check free space on your hard drive. (Suggested: 100 files of 10 MB each for a total of 500 MB)
7. Scroll down the page.
8. Choose the **Update** button at bottom of page for the new trace parameters to take effect.

ICM Step	<input type="checkbox"/>
If Step	<input type="checkbox"/>
Label Step	<input type="checkbox"/>
On Exception Goto Step	<input type="checkbox"/>
Output Step	<input type="checkbox"/>
Parse Input Step	<input type="checkbox"/>
Set Step	<input type="checkbox"/>
Start Step	<input type="checkbox"/>

If you need to capture a large log file, you need to modify the size of the log file. Increase the value in the Log File Size field under Log Configuration. This is located on the same link for the Application Server.

After you complete the test(s), pull back the appropriate Voice Browser log(s) and provide the logs to Cisco Technical Support.

Get VRUTrace Logs

Refer to How to Use the vrutrace Utility for information on how to gather the VRU Trace log files.

Set VRU PIM Trace Levels

From the PG where CVP or ISN is installed, use the procmon utility to turn on these trace levels:

Note: The commands are case sensitive.

1. procmon>>>**trace *.* /off (to turn off)**
2. procmon>>>**ltrace (to verify settings are off)**
3. procmon>>>**trace cti* /on**
4. procmon>>>**trace opc* /on**
5. procmon>>>**trace *ecc* /on**
6. procmon>>>**trace *session* /off**
7. procmon>>>**trace *heartbeat* /off**
8. procmon>>>**ltrace /trace**
9. procmon>>>**quit**
10. Use the dumplog utility to gather the PIM log files.

This is an example:

```
C:\icm\customername\pg#letter\logfiles
dumplog pim1 /bt "time" /et "time" /of pimtest.txt
```

After you complete the test(s), pull back the appropriate VRUTrace, VRU PIM, Application Server and Voice Browser log(s), check that the incident time is covered in the logs and provide the logs to Cisco Technical Support.

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IP Communications and Video: Contact Center

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