

Troubleshooting Tracing Needs with the Cisco Dialer and Avaya Definity G3 ACD

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Introduction

This document suggests trace levels to use when you troubleshoot the Cisco Dialer product in a Cisco Intelligent Contact Management (ICM) environment.

Prerequisites

Requirements

Cisco recommends you have knowledge of these topics:

- Cisco ICM and Dialer products
- Microsoft Windows NT Registry Editor
- Avaya Definity G3
- Cisco ICM troubleshooting tools

Components Used

The information in this document is based on Cisco ICM version 4.6.2 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 the Cisco Technical Tips Conventions for more information on document conventions.

Problem

You experience problems with Cisco ICM in relation to the Outbound/Dialer Option. In order to assist in case clarification, you must be able to turn up tracing and gathering logs when you contact Cisco Support.

Solutions

The solutions to this problem are explained in detail in this section.

PIM Tracing

Customers must be familiar with how to use Remote Process Monitor Console (Procmon) in order to turn up tracing on the Peripheral Interface Manager (PIM).

This trace bit must be set in **Procmon**:

```
debug /csc+
```

Note: You can run the **ltrace** command after you have set the trace bit in order to verify the **tracebit** has been turned on.

OPC Tracing

Customers must be familiar with how to use the OPC Test Command Line Utility in order to turn up the Open Peripheral Controller (OPC) process tracing.

This trace bit must be set in **OPCTest**:

```
opctest: debug /agent /cstacer /tpmsg /periph
```

CTI Server Tracing

Customers must be familiar with the Microsoft Windows NT Registry Editor (**regedt32**) in order to turn up Computer Telephony Interface (CTI) Server tracing. Refer to Turning up Tracing.

- Cisco ICM 4.6.x and earlier:

```
\\HKEY_LOCAL_MACHINE\Software\GeoTel\ICR\<cust_inst>\  
CG#X\EMS\CurrentVersion\Library\Processes\ctisrvr
```

- Cisco ICM version 5.x and later:

```
\\HKEY_LOCAL_MACHINE\Software\Cisco Systems, Inc.\ICM\<cust_inst>\  
CG#X\EMS\CurrentVersion\Library\Processes\ctisrvr
```

Note: The path shown is displayed over two lines due to space limitations.

Change the value for **EMSTraceMask** to f8 (make sure "f" is lower case).

Campaign Manager Tracing

Customers must be familiar with the Microsoft Windows NT Registry Editor (**regedt32**) in order to turn up Campaign Manager Tracing. Refer to Turning up Tracing.

This registry key must be modified in order to turn up Campaign Manager tracing on the Logger Node:

- Cisco ICM version 4.6.x and earlier:

```
\\HKEY_LOCAL_MACHINE\Software\GeoTel\ICR\<cust_inst>\
  Logger#\EMS\CurrentVersion\Library\Processes\campaignmanager
```

- Cisco ICM version 5.x and later:

```
\\HKEY_LOCAL_MACHINE\Software\Cisco Systems, Inc.\ICM\<cust_inst>\
  Logger#\EMS\CurrentVersion\Library\Processes\campaignmanager
```

Note: The path shown is displayed over two lines due to space limitations.

Change these values:

- EMSTraceMask: ff
- EMSUserData: ff ff

Import Tool Tracing

Customers must be familiar with the Microsoft Windows NT Registry Editor (**regedt32**) in order to turn up Import Tool Tracing. Refer to Turning up Tracing.

This registry key must be modified in order to turn up the Import Tool tracing on the Logger Node:

- Cisco ICM version 4.6.x and earlier:

```
\\HKEY_LOCAL_MACHINE\Software\GeoTel\ICR\<cust_inst>\
  Logger#\EM\CurrentVersion\Library\Processes\baimport
```

- Cisco ICM version 5.x and later:

```
\\HKEY_LOCAL_MACHINE\Software\Cisco Systems, Inc.\ICM\<cust_inst>\
  Logger#\EM\CurrentVersion\Library\Processes\baimport
```

Note: The path shown is displayed over two lines due to space limitations.

Change these values:

- EMSTraceMask: ff
- EMSUserData: ff ff

After you set tracing, the log file size needs to be adjusted so that logs do not overwrite themselves. Adjust the log file size according to the timeframe needed to capture. Here is a suggested setting in order to get a good sample of time for the log files. Refer to Turning up Tracing and How to Use the Dumplog Utility.

- Cisco ICM version 4.6.x and earlier

```
\\HKEY_LOCAL_MACHINE\Software\GeoTel\ICR\<cust_inst>\
  <component>\EMS\CurrentVersion\Library\Process\<process>
```

- Cisco ICM version 5.x and later

```
\\HKEY_LOCAL_MACHINE\Software\Cisco Systems, Inc.\ICM\<cust_inst>\
  <component>\EMS\CurrentVersion\Library\Process\<process>
```

Note: The path shown is displayed over two lines due to space limitations.

Adjust these keys under the desired process:

- EMSAllLogFileMax: 60000000
- EMSLogFileMax: 2000000

Note: Dumplog logs and timeframes match up so that you can troubleshoot more easily. The logs can allow you to troubleshoot your issue more easily and simplify escalation to Cisco TAC.

Related Information

- **Remote Process Monitor Console (Procmon)**
 - **Using the OPC Test Command Line Utility**
 - **Turning up Tracing**
 - **How to Use the Dumplog Utility**
 - **Cisco Outbound Option Documentation**
 - **Technical Support & Documentation – Cisco Systems**
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