

# MeetingPlace Server cptrace Command Basics

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## Introduction

This document explains the basics of the **cptrace** command-line interface (CLI) command for Cisco MeetingPlace server.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on all versions of Cisco MeetingPlace server.

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.

## Background Information

The **cptrace** command is a CLI tool that allows you to troubleshoot various Cisco MeetingPlace server problems, ranging from users being dropped from meetings to outdial problems. It records all of the dual tone multifrequency (DTMF) keys that a user presses on a telephone as well as all call processing tones, disconnect indications, and so forth in a circular log that holds roughly 65,000 entries. It also describes the different actions that the server takes based on user input: Conference Scheduler (CS), Call Processor (CP), and Voice User Interface (VUI).

Basic **cptrace** skills are required for all support people to do their jobs supporting our customers.

It may be issued remotely, through a Telnet connection, or locally, through the front panel.

## cptrace Command Definition

To displays call and voice processing activity, issue the **cptrace** command. The default output shows the most recent activity at top of screen. Keyboard keys that allow you to navigate through the output to read it are described in the Keyboard Navigation of cptrace Output section of this document.

```
cptrace [-switch1] [-switch2] [etc]
```

If you issue the **cptrace** command with no other arguments or switches, it displays the most recent call and voice processing activity.

```
cptrace
```

```
04/15 07:54:12.35 P 5      Input   : '3'  
04/15 07:54:14.09 P 5      Input   : '#'  
04/15 07:54:14.09 P 5      Action  : USER_LOOKUPPROFI  
04/15 07:54:14.12 P 5      Action  : PLAYPROMPT
```

For the corresponding log in verbose mode, see the **cptrace v** command output in the section of this document.

**Note:** To be able to effectively view **cptrace** output, make sure that Telnet is set up to display 24 lines per page.

## Syntax Description

These are the switches and arguments that may be used with the **cptrace** command to provide more specific output:

<code>-e MMDDhhmm</code>	(Optional) Displays activity up to a specific date and time, where <i>MMDDhhmm</i> has these values: <ul style="list-style-type: none"><li>• <i>MM</i> The two-digit month (01 to 12).</li><li>• <i>DD</i> The two-digit day (01 to 31).</li><li>• <i>hh</i> The two-digit hour, in 24-hour format (00 to 23).</li><li>• <i>mm</i> The minutes for that hour (00 to 59).</li></ul> <pre>cptrace -e 04012200</pre> <p><i>!--- 04012200 equates to April 1st 10:00PM.</i></p>
<code>-p port</code>	(Optional) Displays activity for a specific port. <pre>cptrace -p 12</pre>
<code>-f</code>	(Optional) Forward Displays the least recent activity in the buffer. <pre>cptrace -f</pre>
<code>-C</code>	(Optional) Displays the conference activities (scheduling date and time, starting date and time, rescheduling date and time, the date and time that users attend and leave, and so forth) for all conferences. <pre>cptrace -C</pre>

<b>-C -c</b> <i>unique_conference_number</i>	(Optional) Displays the conference activities for the conference specified by the <i>unique_conference_number</i> value.  <b>cptrace -C -c</b> <i>unique_conference_number</i>
<b>-C   grep</b> <i>specific_parameter</i>	(Optional) Displays the conference activities which contain the parameter specified by the <i>specific_parameter</i> value.  <b>cptrace -C   grep</b> <i>specific_parameter</i>
<b>-v</b>	(Optional) Verbose Displays more detailed call and voice processing activities.  <b>cptrace -v</b>  <pre> 04/15 07:54:13.05 P 5      Input   : '3' 04/15 07:54:13.05 P 5      Substate : 2 04/15 07:54:14.09 P 5      Substate : 1 04/15 07:54:14.09 P 5      Input   : '# ' 04/15 07:54:14.09 P 5      Substate : 2 04/15 07:54:14.09 P 5      Substate : 3 04/15 07:54:14.09 P 5      Substate : 0 04/15 07:54:14.09 P 5      Action  : USER_LOOKUPPROFILE 04/15 07:54:14.09 P 5      Substate : 1 04/15 07:54:14.09 P 5      Substate : 2 04/15 07:54:14.09 P 5      Substate : 3 04/15 07:54:14.09 P 5      Substate : 3 04/15 07:54:14.12 P 5      Inmsg   : Mod  9 code 04 resp 04/15 07:54:14.12 P 5      Substate : 3 04/15 07:54:14.12 P 5      Substate : 4 04/15 07:54:14.12 P 5      Substate : 6 04/15 07:54:14.12 P 5      Substate : 3 04/15 07:54:14.12 P 5      Inmsg   : Mod  5 code f4 resp 04/15 07:54:14.12 P 5      Substate : 6 04/15 07:54:14.12 P 5      Substate : 7 04/15 07:54:14.12 P 5      Substate : 8 04/15 07:54:14.12 P 5      Substate : 9 04/15 07:54:14.12 P 5      Substate : 3 04/15 07:54:14.12 P 5      Inmsg   : Mod  9 code 0b resp 04/15 07:54:14.12 P 5      Substate : 9 04/15 07:54:14.12 P 5      Substate : 10 04/15 07:54:14.12 P 5      Substate : 4 04/15 07:54:14.12 P 5      Substate : 5 04/15 07:54:14.12 P 5      Action  : PLAYPROMPT </pre>
<b>-t</b>	(Optional) Tail Dynamically displays the conference activities as they occur.  <b>cptrace -t</b>  <i>!--- Press Ctrl-c to exit.</i>
<b>-O</b>	(Optional) Displays the Post Office (PO) server activities (notifications).  <b>cptrace -O</b>

## Keyboard Navigation of `cptrace` Output

Use these keyboard keys to navigate through `cptrace` output:

- Space Bar Moves to the next screen of output.
- Enter Moves down one line of output.
- b Moves back to the previous screen of output.
- y Moves up one line of output.
- / (forward slash key) Searches for any keyword. After the first instance is found, press **n** (lowercase) to find the next instance or press **N** (**Shift-n**) to find the previous instance.
- q Quits the display back to the `tech$` prompt.

## Case Studies

It is common for question such as these to be asked by users having problems with Cisco MeetingPlace:

- Why did the meeting that I scheduled disappear?
- Why, when I try to attend a meeting that I know is available, does the system say that it is over?

To deal with these types of issues, use this summarized `cptrace -C -c unique_conference_number` information as a reference:

1. To obtain the unique conference number using the meeting ID:

- a. Log in to the `tech$` prompt.
- b. Issue the `cptrace -C | grep meeting_ID` command, where *meeting\_ID* is the meeting ID.

**Note:** If the meeting ID appears to be recurring, then issue the `cptrace -C` command to search for the meeting ID and its unique conference number from the corresponding time.

2. Issue the `cptrace -C -c unique_conference_number` command, where *unique\_conference\_number* is the unique conference number of the meeting.

These example output lines show specific results from the `cptrace -C -c unique_conference_number` command:

- 11/10 12:30:00.00 C 21000 Delete : User Id 111, Result 0

On November 10th at 12:30:00, a meeting with the unique conference number 21000 was cancelled from the Schedule tab by user 111. The meeting was deleted before its starting time.

- 11/10 13:30:00.00 C 22000 Terminate: User Id 222, Result 0

On November 10th at 13:30:00, a meeting with the unique conference number 22000 was cancelled from the In-Session tab by user 222. The meeting was terminated while in session. This is a new enhancement in Cisco MeetingPlace version 97.1 and later.

- 11/10 14:30:00.00 C 23000 Purged : Result 0

On November 10th at 14:30:00, a meeting with the unique conference number 23000 was purged by the system. No more MeetingNotes (such as meeting recordings and attachments) are accessible after that purge date and time.

- 04/01 17:25:48.92 C 2300 New Purge: Result 0, Date 04/10 23:59:00

On November 10th at 17:25:48, a meeting with the unique conference number 2300 had a new purge date set for it as April 10th at 23:59:00.

- 11/10 15:30:00.00 C 24000 Schedule : DID No. 1234

User Id 444 Date 11/13 12:00:00 - 11/13 13:00:00 for 2 Locations

On November 10th at 15:30:00, a meeting with the unique conference number 24000 and the meeting ID 1234 was scheduled by user 444. The meeting will be on November 13th from 12:00:00 to 13:00:00 for 2 locations.

- 11/10 16:30:00.00 C 25000 ReSched : DID No. 5678

User Id 555 Date 11/13 19:00:00 - 11/13 21:00:00 for 30 Locations

On November 10th at 16:30:00, a meeting with the unique conference number 25000 was updated by user 555. The updates could consist of any attribute change for that meeting: its meeting ID, the meeting start or end time, the number of meeting locations, the meeting attachments, attend or notification settings, and so forth.

**Tip:**

- If a meeting is scheduled or rescheduled but never occurred, it will be shown in the MeetingTime Review tab.
- When a meeting has ended, it will be shown in the MeetingPlace Review tab.
- If the Purge date is set by default (set automatically when the meeting is scheduled), it will be purged at the exact time for which the meeting is scheduled.
- If the Purge date is changed by the user, it will be purged at midnight of the new date.

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## Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support – Cisco Systems**

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