

Multiservice Voice Debug Lookup

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Introduction

The Voice Debug Lookup tool provides the most useful **debug** and **show** commands used to resolve a given type of voice-related problem. There are many different and distinct categories for a voice problem in a network. This tool clearly identifies the most helpful **debug** and **show** commands toward a resolution given the protocols, features, platform, and functionality used in your voice network. The user identifies the protocols, features, platform, and functionality, with the provision that the problem experienced is directly or indirectly related to these aspects of the network. The tool then lists the most helpful **debug** and **show** commands which are collected from the network.

The information provided by this tool enables the Cisco Technical Support engineer to resolve your problem faster and more efficiently when you open a Technical Support service request. It also familiarizes you further with the problem and the associated **debug** and **show** commands to identify the source of the problem. The tool does not explain how to interpret the **debug** and **show** command output.

Prerequisites

Requirements

In order to benefit from the Voice Debug Lookup tool, you need access to your network and the ability to turn on debugs and capture output.

Components Used

This document is not restricted to specific software and hardware versions.

Conventions

For more information on document conventions, refer to the Technical Tips Conventions.

Usage Guidelines

Complete these steps in order to best utilize the Voice Debug Lookup tool for your Technical Support service request:

1. Identify the type of problem in your voice network.
2. Find the set of appropriate **debug** and **show** commands using the Voice Debug Lookup tool.
3. For Cisco IOS Gateways and Cisco CallManager Express, configure the router to log the debugs in the router logging buffer or syslog server. This step is necessary because the voice debugs are intensive in size. For further details, choose either the **How to collect debugs in IOS Voice Gateway** or **How to collect debugs in CCME** option in the Voice Debug Lookup tool.

Refer to these documents for Cisco 6608 Gateway and Cisco CallManager trace configuration information:

- ◆ 6608 Gateway Trace Collection using the Dick Tracy Tool
 - ◆ Set Up Cisco CallManager Traces for Cisco Technical Support
4. Enable the debugs in the origination and destination gateways/devices.
 5. Recreate the problem.
 6. Collect the **debug** and **show** command output from the router logging buffer or syslog server.

Open a service request and attach the collected **debug** and **show** command output to the service request notes. You also can send this information directly to the Technical Support engineer if you have already opened a service request.

Voice Debug Lookup