

6608 Gateway Trace Collection using the 66xxTracy Tool

Document ID: 63621

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Introduction

This document explains how to configure and capture traces from the Cisco 6608 gateway using 66xxTracy tool, for Cisco Technical Support. When calling Cisco Technical Support, you may be asked by the Technical Support engineer to capture these traces to troubleshoot the problem.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

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

- Cisco CallManager 3.1, 3.2, 3.3, and 4.0
- Cisco 6608 Gateway

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 you are working in a live network, ensure that you understand the potential impact of any command before using it.

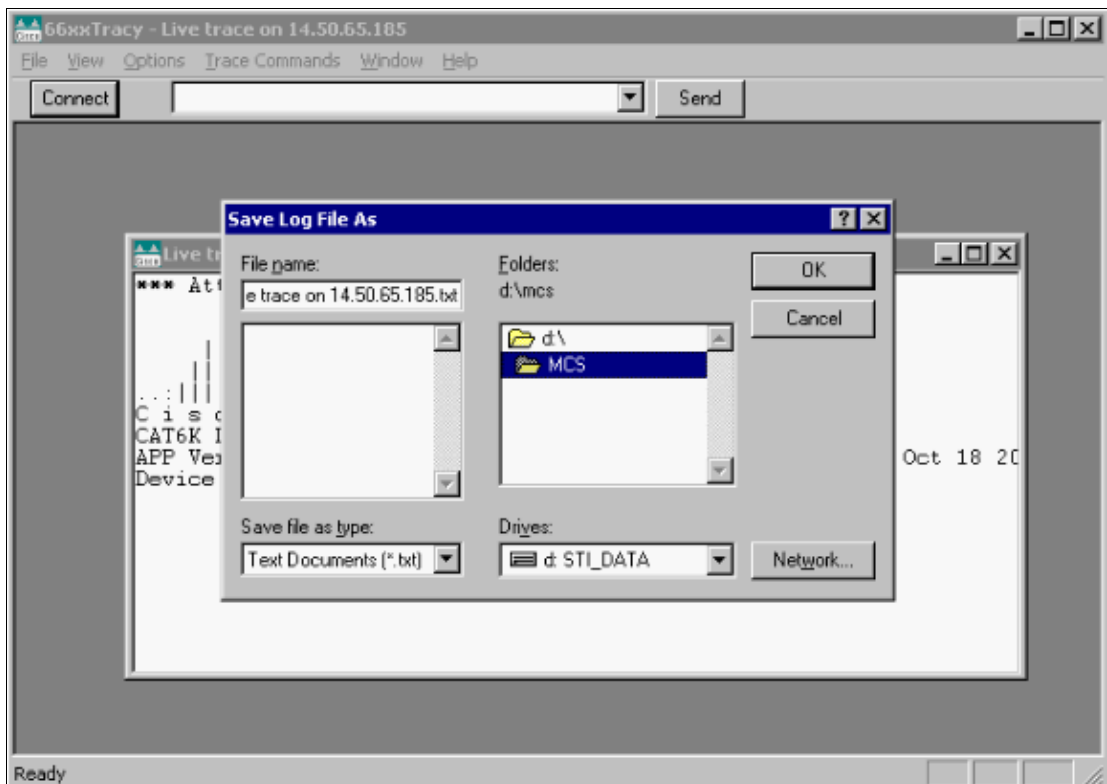
Conventions

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

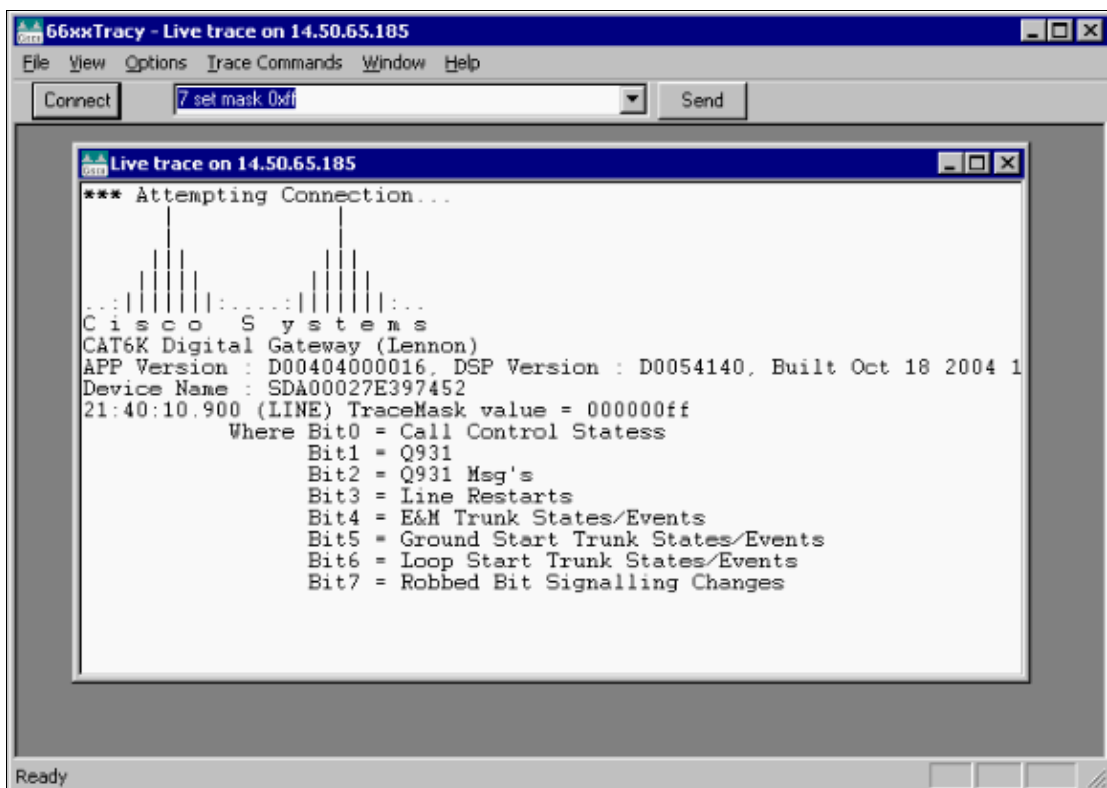
Set up Traces for Cisco 6608 Gateway

In order to setup Traces for 6608 Gateway, follow the steps below.

1. Download 66xxTracy.zip from the Software Download (registered customers only) page.
2. Extract the contents of the 66xxTracy.zip to a Windows PC. 66xxTracy.zip contains a file named 66xxTracy.exe
3. Run the 66xxTracy.zip program.

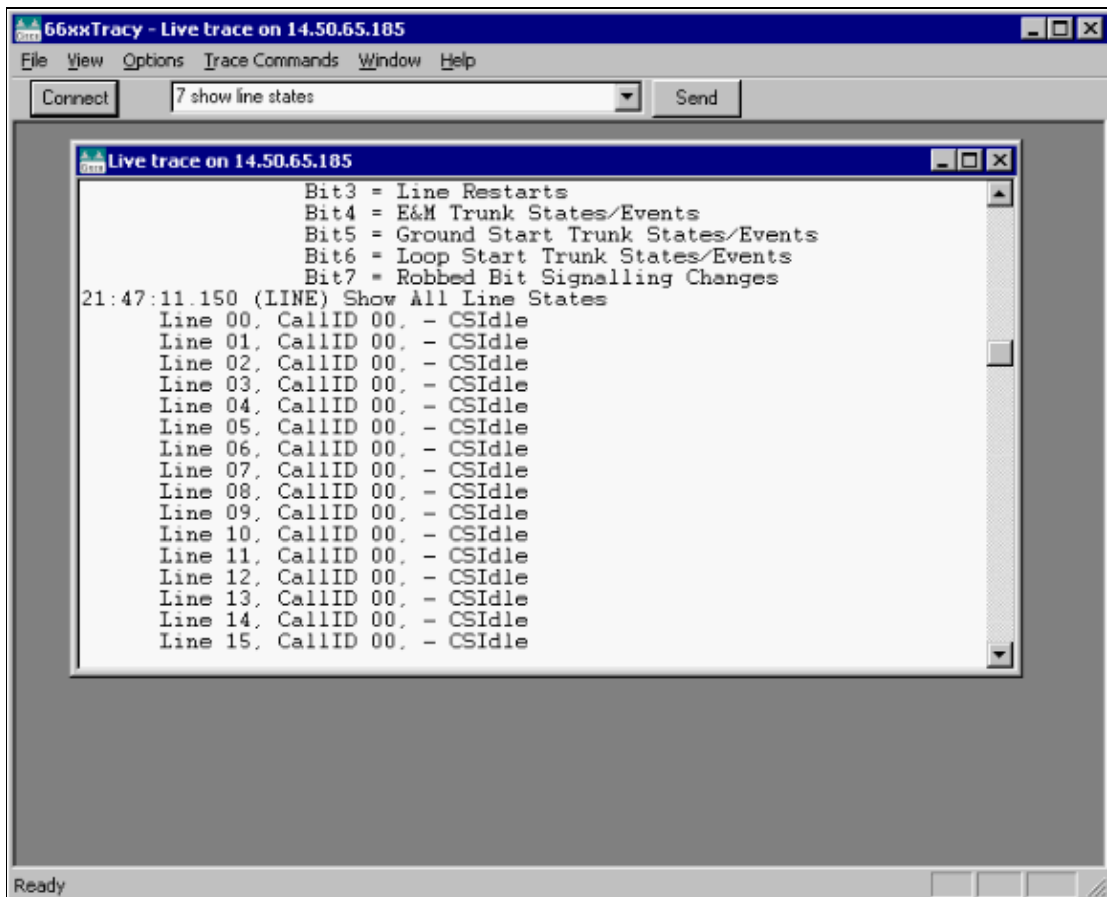


7. Identify the Trace **mask** commands to be used for troubleshooting the 6608 gateway problem using the Multiservice Voice Debug Lookup Tool.
8. Enter the Trace **mask** commands (one command at a time) in the text-box and click **Send**.

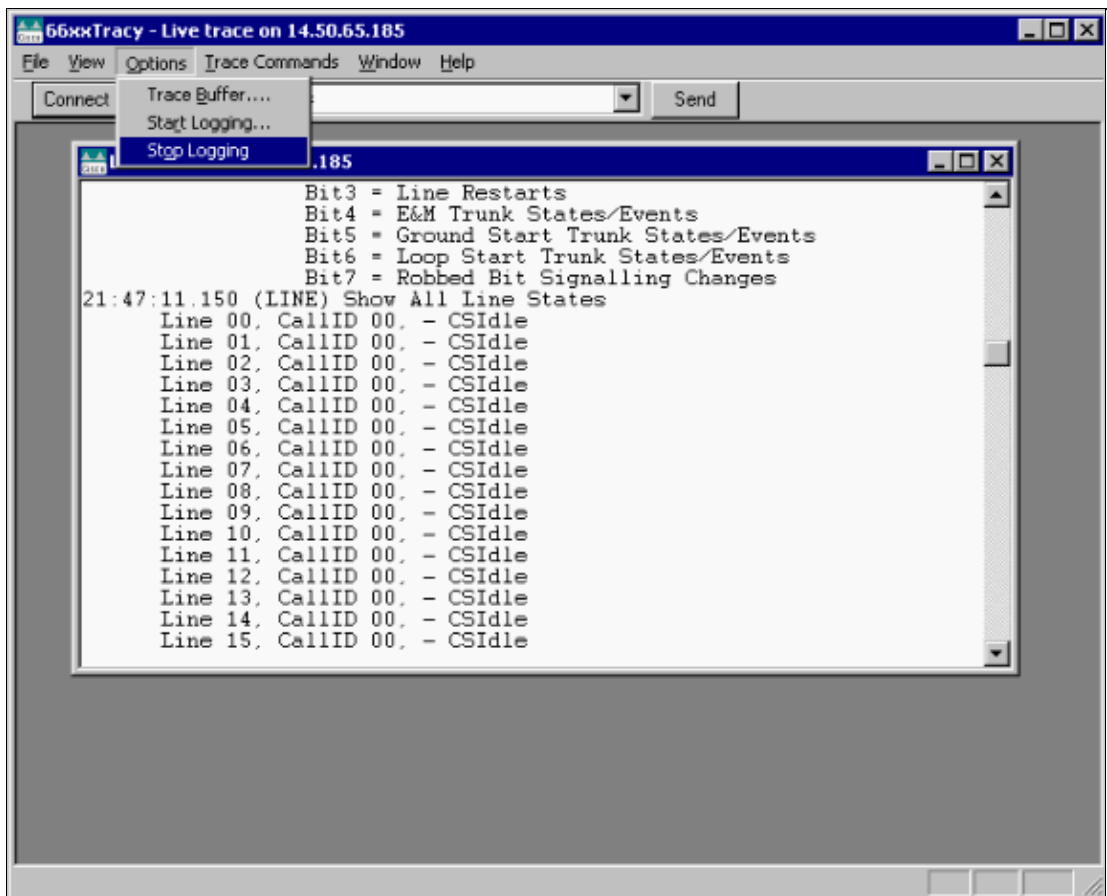


9. Enable Trace masks by selecting **Trace Commands > 6608 (T1-E1)** and then selecting the appropriate Trace options for each Configurable Tasks in the 'Set Trace Mask' window.

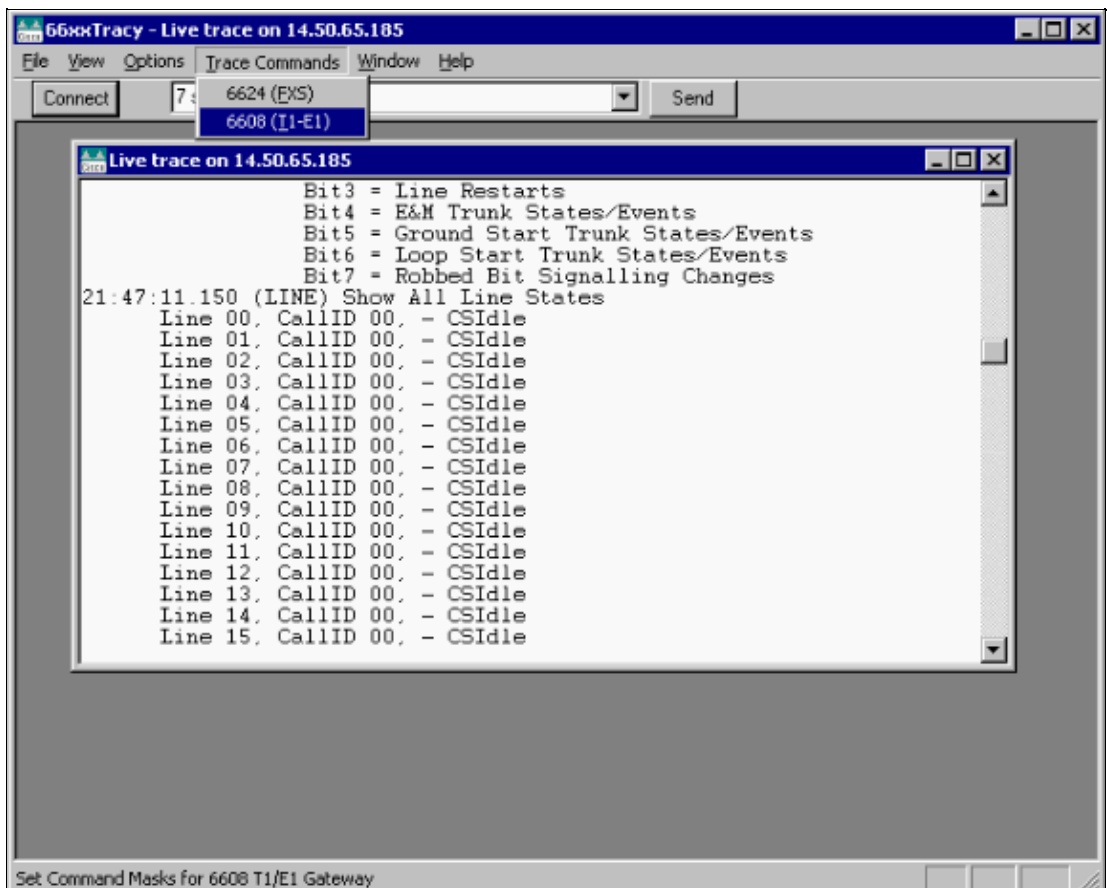
11. Enter the **show** commands (one command at a time) in the text-box and click **Send**.

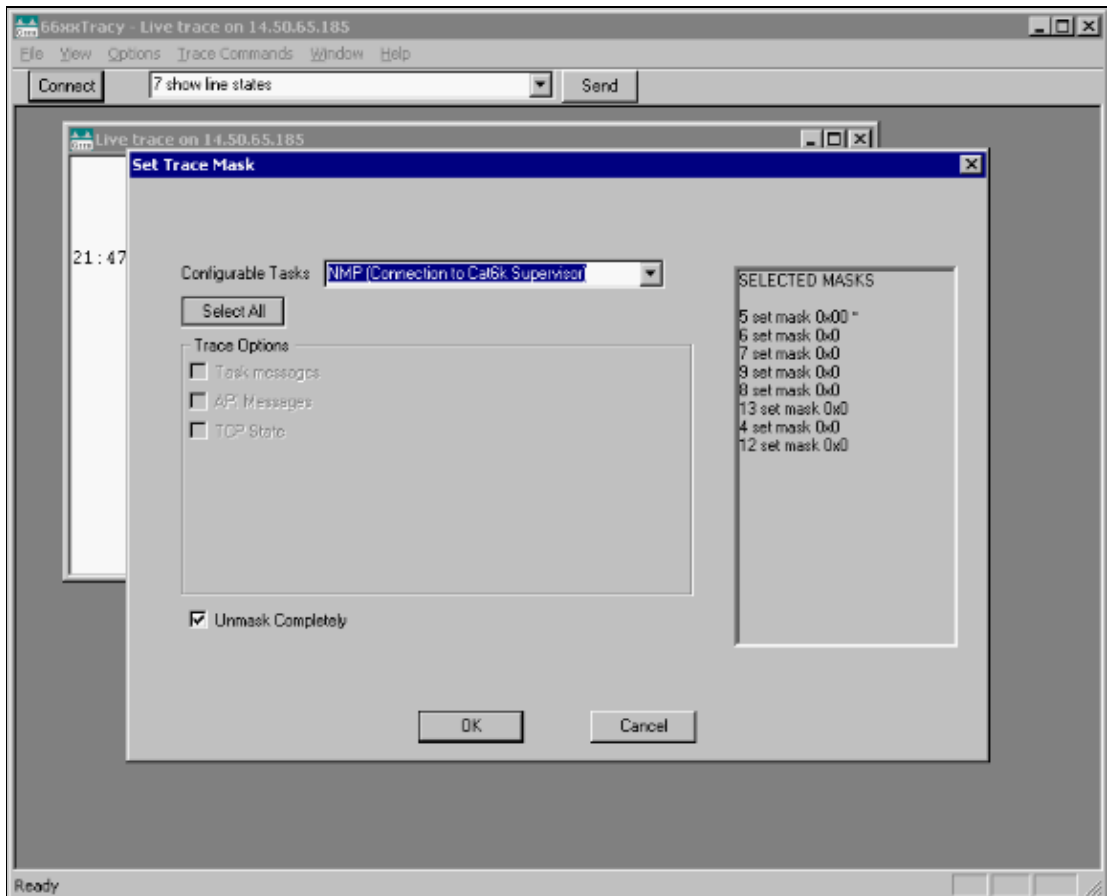


12. Select **Options > Stop Logging** to stop the trace logging.



- Disable all Trace masks by selecting **Unmask Completely** in the 'Set Trace Mask' window and then click **OK**.





14. Collect the log file and attach it to the Service Request.

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Related Information

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