

# Unity Diagnostic Tool: Identify the Codec in Use for a Call

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## Introduction

This document describes how to verify the codec in use for a specific call through the Unity Diagnostic Tool in a Cisco CallManager and Cisco Unity environment.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco Unity

### Components Used

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

- Cisco CallManager
- Cisco Unity

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.

## Identify the Codec in Use

Complete these steps to identify the codec in use from Cisco Unity.

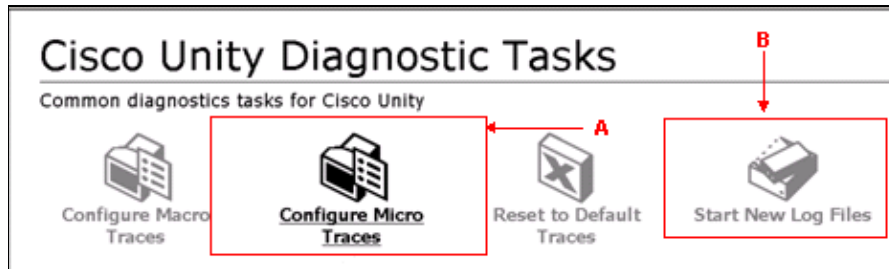
1. Run Configure Micro Traces.

Use this task to configure individual component traces and levels.

- a. Select **Start > Programs > Unity > Unity Diagnostic Tool**.
- b. Double-click **Configure Micro Traces** (see arrow A in Figure 1).

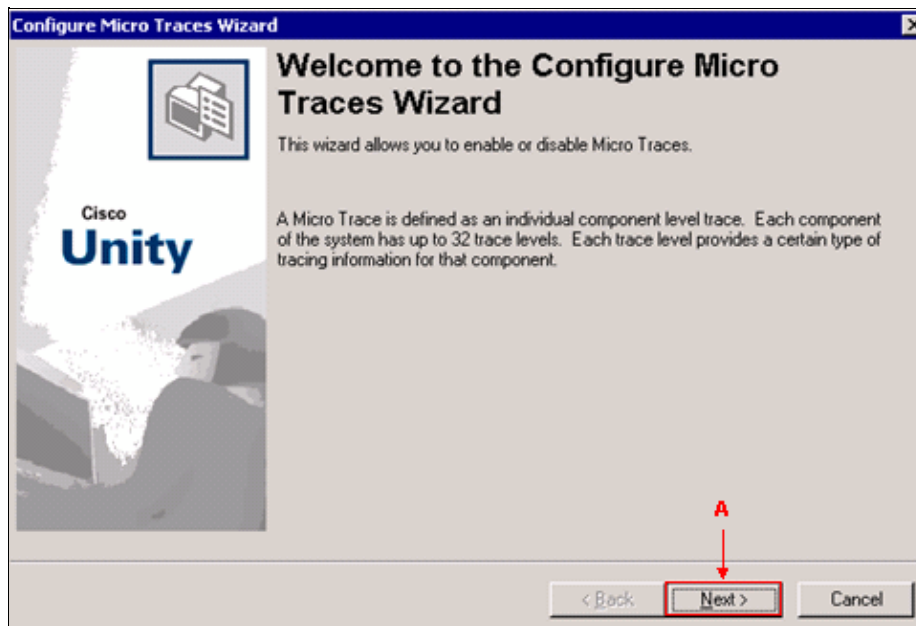
The Welcome to the Configure Micro Traces Wizard window displays (see Figure 2).

**Figure 1 Cisco Unity Diagnostic Tasks**



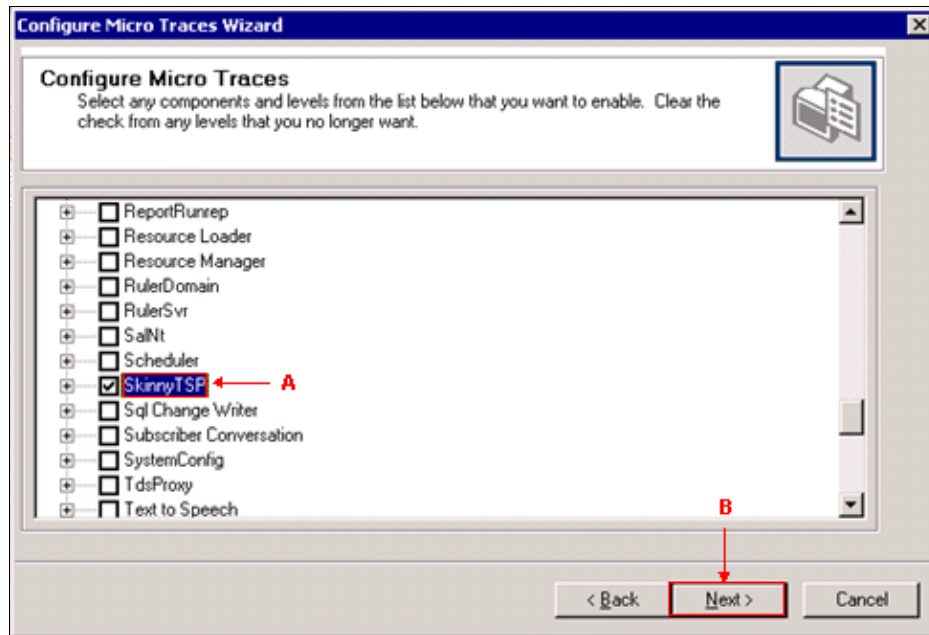
- c. Click **Next** (see arrow A in Figure 2). The Configure Micro Traces wizard displays (see Figure 3).

**Figure 2 Welcome to the Configure Micro Traces Wizard**



- d. Check **SkinnyTsp** (see arrow A in Figure 3).

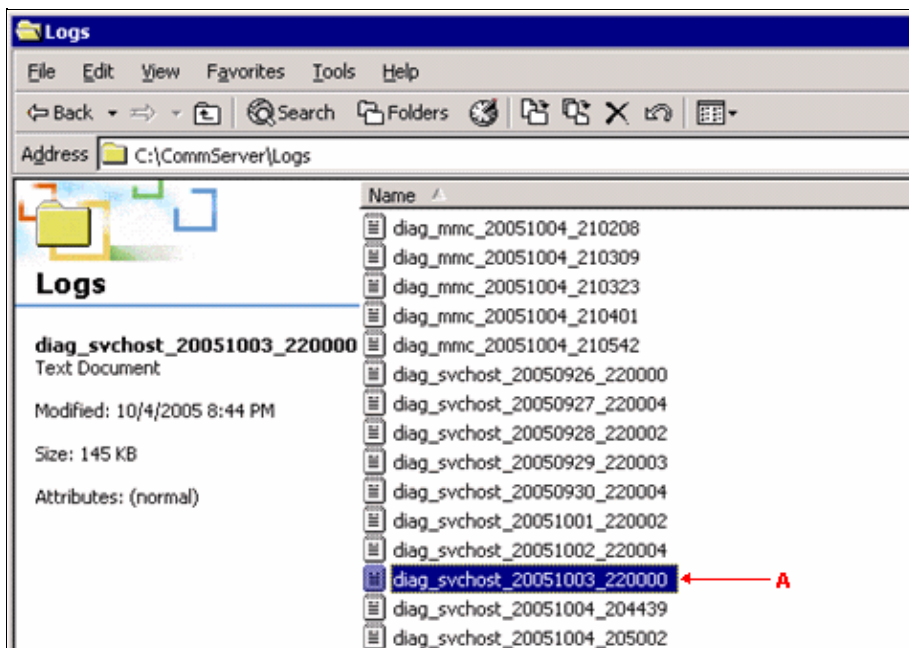
**Figure 3 Configure Micro Traces**



- e. Click **Next** (see arrow B in Figure 3).
  - f. Click **Finish**.
2. Double-click **Start New Log Files** to start a new log file (see arrow B in Figure 1).
  3. Make a phone call.
  4. Double-click **Start New Log Files** to close current log files.
  5. Locate the correct log in the c:\CommServer\Log.s.

The format of the file name is `diag_svchost_XXXXXXXX_YYYYYY` where `XXXXXXXX` represents the year and date, and `YYYYYY` represents the hour, minute, and second. In this case, the file name is `diag_svchost_20051003_220000` (see arrow A in Figure 4).

**Figure 4 Log Folder – C:\CommServer\Log.s**



6. Open the log files with Notepad and search a line similar to this output:

**Note:** This output is displayed over multiple lines due to space limitations.

```
passThruPartyID=16777249 millisecondPacketSize=20 compressionType=4=Media_Payload_G7  
qualifierIn=[ecValue=0=Media_EchoCancellation_Off g723BitRate=0] callReference=16777
```

In this case, the `compressionType=4` represents G.711 (see the bold characters in the output). If the `compressionType=11` is displayed, it represents G.729A.

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## Related Information

- [Voice Technology Support](#)
  - [Voice and IP Communications Product Support](#)
  - [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
  - [Technical Support & Documentation – Cisco Systems](#)
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