

Trace Call Information in Cisco Unity

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Introduction

When you troubleshoot a Cisco Unity issue, it might be necessary to gather traces to help the Cisco Technical Support engineer to diagnose the problem. A single Unity micro trace, MiuGeneral 12, provides useful information on each call handled in Cisco Unity. The call information that this trace provides includes time, port, call origin, reason, caller ID, called ID, and redirecting ID. This document explains the usefulness of this trace for troubleshooting purposes, and explains how to filter this information from a Cisco Unity AvCsMgr diagnostic file.

Prerequisites

Requirements

Cisco recommends that you have knowledge of how to use the Cisco Unity Diagnostic Tool to set traces and gather diagnostic files.

Components Used

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

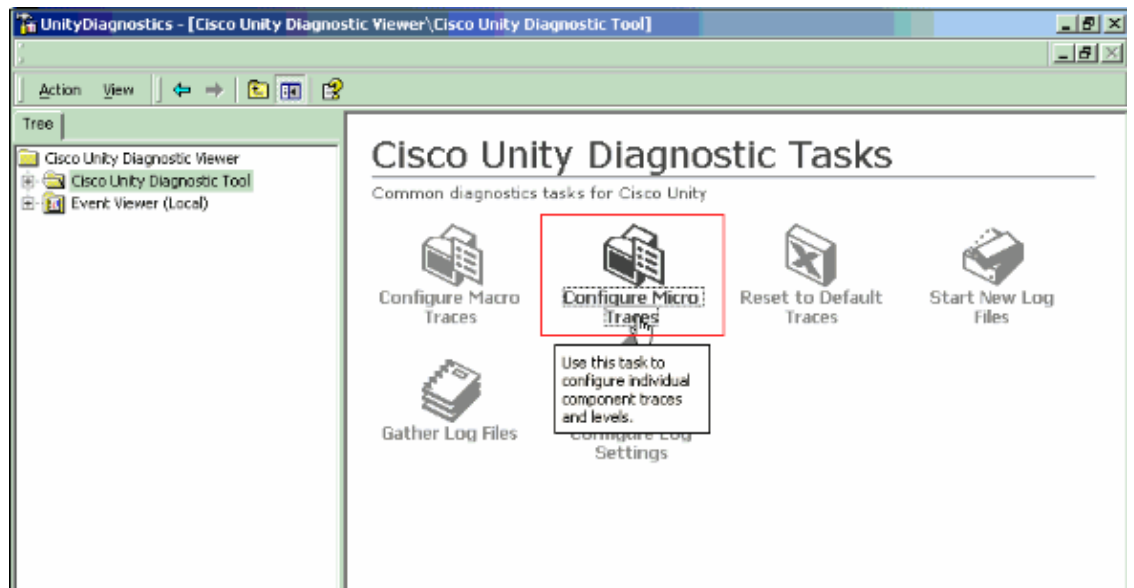
Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

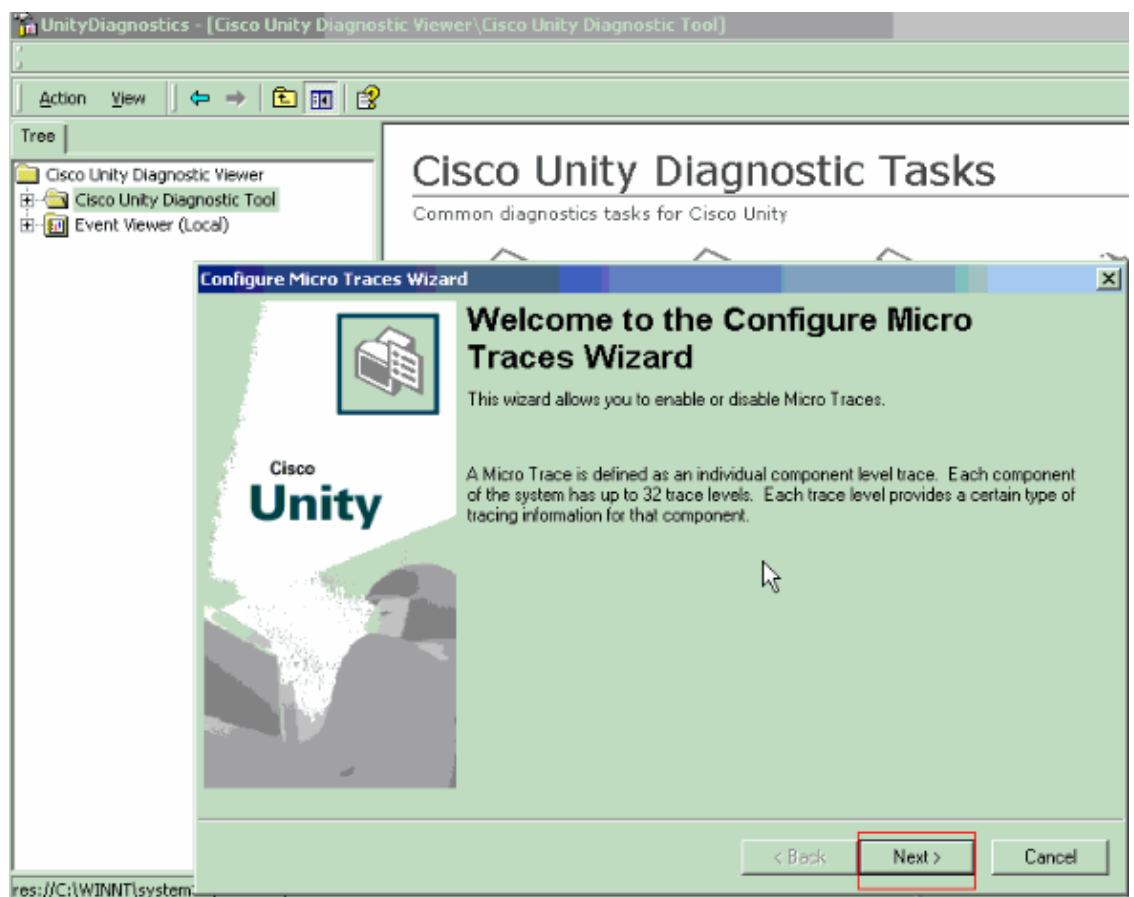
Trace Call Information

Complete these steps in order to gather and filter the call information from Cisco Unity.

1. Use the Cisco Unity Diagnostic Tool to configure the Micro Traces for **MiuGeneral 12, Tapi Events**. Complete these steps:
 - a. Choose **Start > Programs > Unity > Unity Diagnostic Tool**.
 - b. Double-click **Configure Micro Traces**.



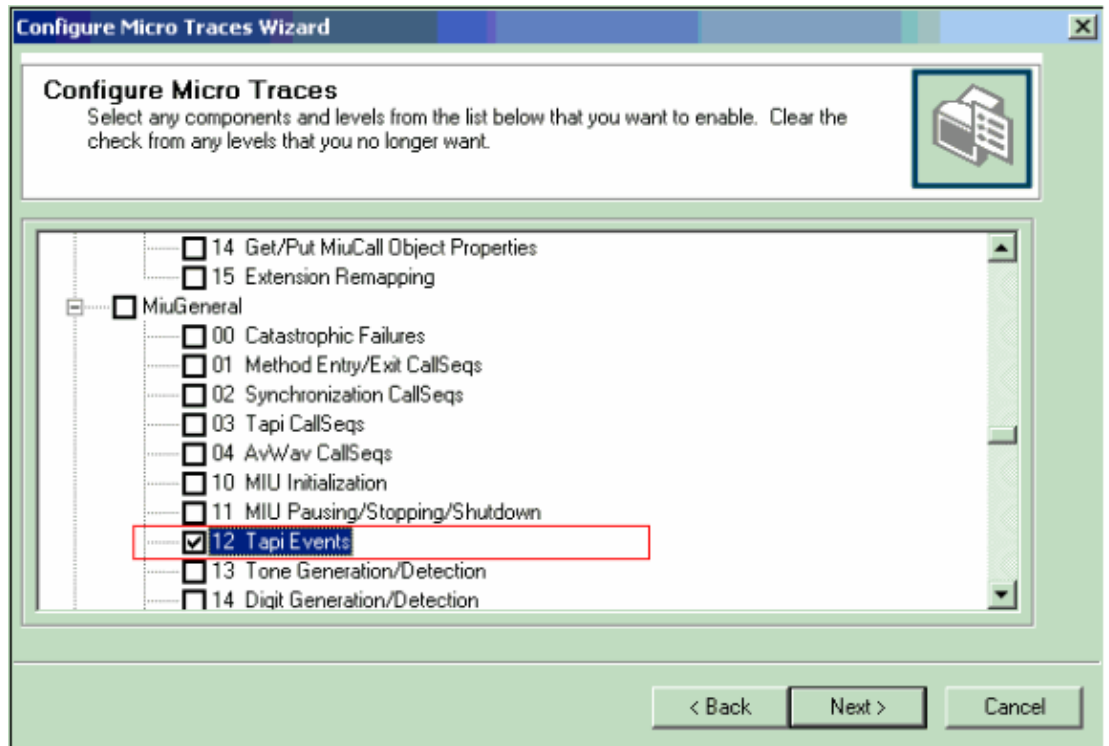
The Welcome to the Configure Micro Traces Wizard window displays. Click **Next**.



c. Check **Tapi Events** under MiuGeneral Component and then click **Next**.

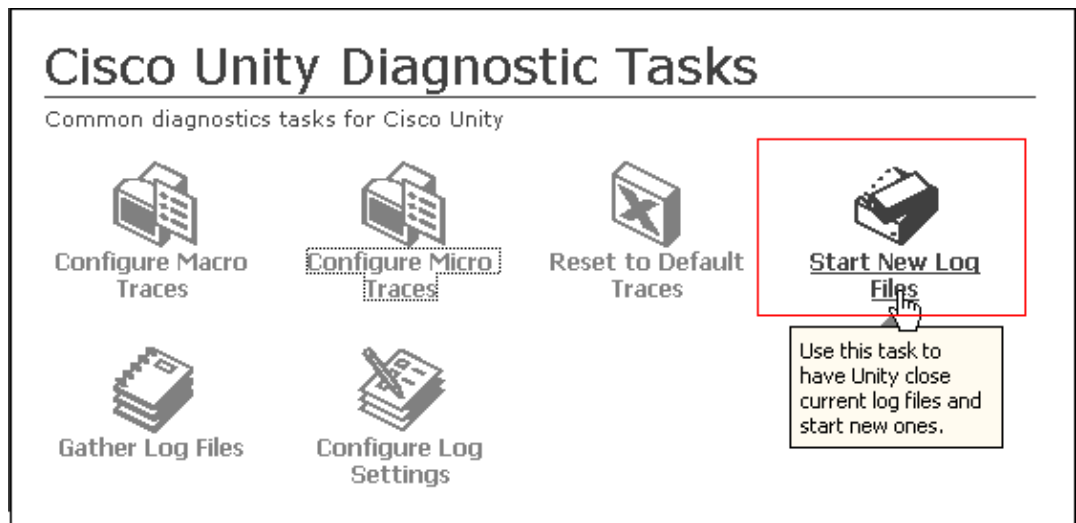
This message displays: .

The System now reflects the Micro Traces you configured



2. Complete these steps in order to gather the **AvCsMgr** diagnostic file:

- a. In the Cisco Unity Diagnostic Tool, double-click **Start New Log Files** in order to start a new log file.



- b. Make a phone call.
- c. Double-click **Start New Log Files** in order to close the current log files.
- d. Locate the correct log in the **c:\CommServer\Logs** directory.

The format of the file name is **diag_AvCsMgr_XXXXXXXX_YYYYYY.txt** where **XXXXXXXX** represents the year and date, and **YYYYYY** represents the hour, minute, and second. Since multiple AvCsMgr diagnostic files are usually available, you need to know what time the call behavior you want to troubleshoot occurred.

3. Use a text filtering tool to extract relevant lines from the AvCsMgr diagnostic file.

Since an AvCsMgr diagnostic file usually includes many lines, it is important to make use of file filtering tools, such as Findstr or grep, to extract lines that give specific call information. The call information details can be found in lines that include both **MiuGeneral,12** and **INTEGRATION**. For

example, using `grep` on an AvCsMgr diagnostic file with the regular expression `.*MiuGeneral,12.*INTEGRATION.*` might result in a set of lines such as this example output shows:

```
13:12:59:141 (AvDiagnostics_MC,2195,MiuGeneral,12) [Thread 5768]
[Port 1] [84D3F74740F14E56B9C16F5EBC223839] [Thread 0x00001688]
[Port 1] INTEGRATION CallInfo received (Origin Internal | Reason Direct |
CallerID 80000 | CalledID 23000 | RedirectingID Unknown).

13:17:09:985 (AvDiagnostics_MC,2195,MiuGeneral,12) [Thread 3704] [Port 1]
[FC738513AD7D4408BD962B261DD2D7BF] [Thread 0x00000E78] [Port 1]
INTEGRATION CallInfo received (Origin Internal | Reason Direct |
CallerID 80000 | CalledID 23000 | RedirectingID Unknown).

13:17:19:282 (AvDiagnostics_MC,2195,MiuGeneral,12) [Thread 5776]
[Port 17] [2BF09FBABCE249E9A970607ED22BB56F] [Thread 0x00001690]
[Port 17] INTEGRATION CallInfo received (Origin External |
Reason Unavailable | CallerID Unknown | CalledID 0000 |
RedirectingID Unknown).

13:17:21:297 (AvDiagnostics_MC,2195,MiuGeneral,12) [Thread 5776]
[Port 17] [2BF09FBABCE249E9A970607ED22BB56F] [Thread 0x00001690] [Port 17]
INTEGRATION CallInfo received (Origin External | Reason Unavailable |
CallerID Unknown | CalledID 0000 | RedirectingID Unknown).

13:17:27:204 (AvDiagnostics_MC,2195,MiuGeneral,12) [Thread 5732]
[Port 1] [1493D6EC9C784DAAA10D43A355547250] [Thread 0x00001664]
[Port 1] INTEGRATION CallInfo received (Origin Internal | Reason Direct |
CallerID 80000 | CalledID 23000 | RedirectingID Unknown).
```

Each line provides useful call information:

```
time = 13:12:59:141
port = [Port 1]
origin = Origin Internal
reason = Reason Direct
callerid = CallerID 80000
calledid = CalledID 23000
redirectingid = RedirectingID Unknown
```

Related Information

- **Unity Diagnostic Tool: Identify the Codec in Use for a Call**
- **Configuring Unity Traces with MaestroTools.exe**
- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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