

Recommended Trace Levels for IVR Translation Routing

Document ID: 91564

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Introduction

This document provides guidelines for quick tracing in a Cisco IP Interactive Voice Response (IP IVR) and Cisco IP Queue Manager (IP QM) environment with Cisco Unified Contact Center Express (IPCC Express) using translation routing for queuing.

Note: This document only serves as a guide and does not cover all situations. While you troubleshoot some situations, you might need to collect more data than what is outlined in this document.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco Customer Response Solution (CRS) (IP IVR or IP QM)

Components Used

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

- Cisco CallManager version 3.x and 4.x
- Cisco CRS version 3.x or 4.x

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.

Related Products

Refer to the matrix in Cisco Customer Response Solutions (CRS) Software and Hardware Compatibility Guide for information on complete compatibility between Cisco CallManager and CRS, and CRS versions involved in this solution.

Cisco CRS provides a single, consistent, and easy-to-manage platform for these products:

- Cisco IPCC Express Edition (IPCC Express)
- Cisco IP IVR
- Cisco IP QM

Conventions

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

Set MIVR Trace Levels

IP IVR / IP QM 3.x

Complete these steps in order to turn on the MIVR trace for IP IVR or IP QM:

1. Select **System > Engine** from the CRA Administrator menu bar.

The engine web page appears.

2. Click the **Trace Configuration** hyper-link in the left panel.

The Trace Configuration web page appears.

3. Increase the Number of Trace Files to 100 and each file size to 5 MB (Suggested).
4. Turn on these MIVR trace Debug levels:

- ◆ SS_TEL
- ◆ SS_ICM
- ◆ LIB_ICM

The system generates and stores the MIVR log. The name of the log file is CiscoMIVRxxx.log, where xxx represents the sequence number. The log file resides in C:\Program files\wfavvid\log for IP IVR / QM 3.x.

Note: Restart the CRA Engine if required to reflect the changes in the number of files and file sizes for MIVR logs.

IP IVR / IP QM 4.x

Complete these steps in order to turn on the MIVR trace for IP IVR or QM:

1. Open **AppAdmin**.
2. Select **System > Tracing > CRS Engine > Trace Configuration**.
3. Enable tracing:
 - a. Under SUBSYSTEMS, turn on these MIVR trace Debug levels:

- ◇ SS_TEL

◇ SS_ICM

b. Under MISCELLANEOUS, turn on this MIVR trace Debug level:

◇ ENG

c. Under LIBRARIES, turn on this MIVR trace Debug level:

◇ LIB_ICM

The system generates and stores the MIVR log. The name of the log file is CiscoMIVRxxx.log, where xxx represents the sequence number. The log file resides in C:\Program Files\wfavvid\log\MIVR.

Set JTAPI Trace Levels

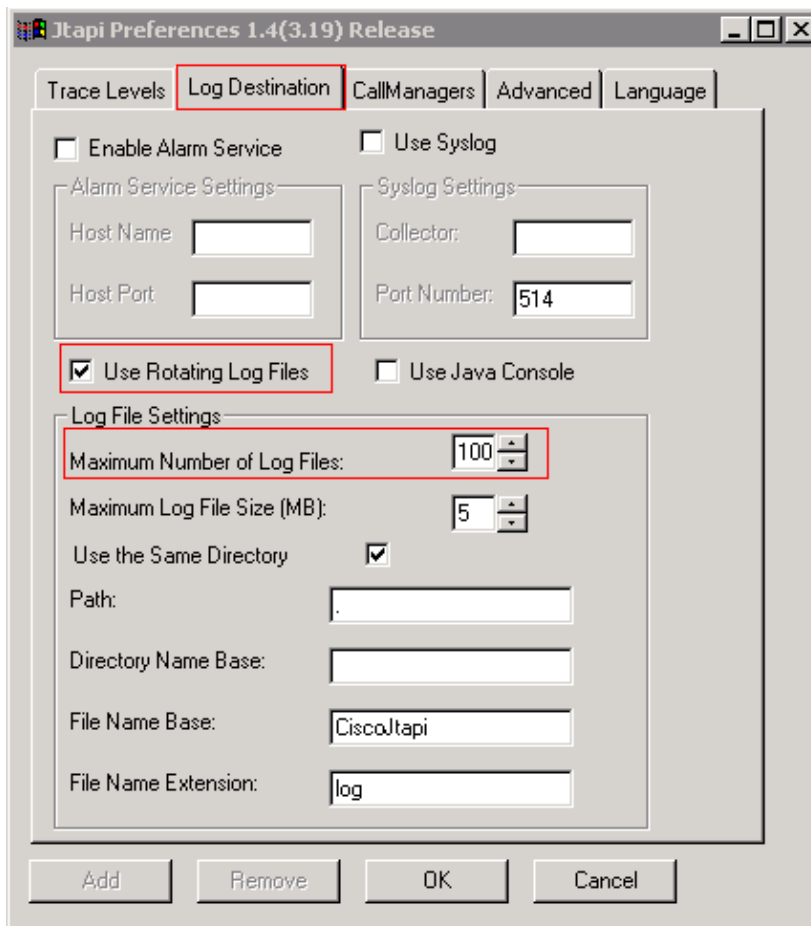
Complete these steps in order to turn on the JTAPI trace:

1. Click **Start > Programs > Cisco JTAPI > JTAPI Preference**.

The Jtapi Preferences window appears (see Figure 1).

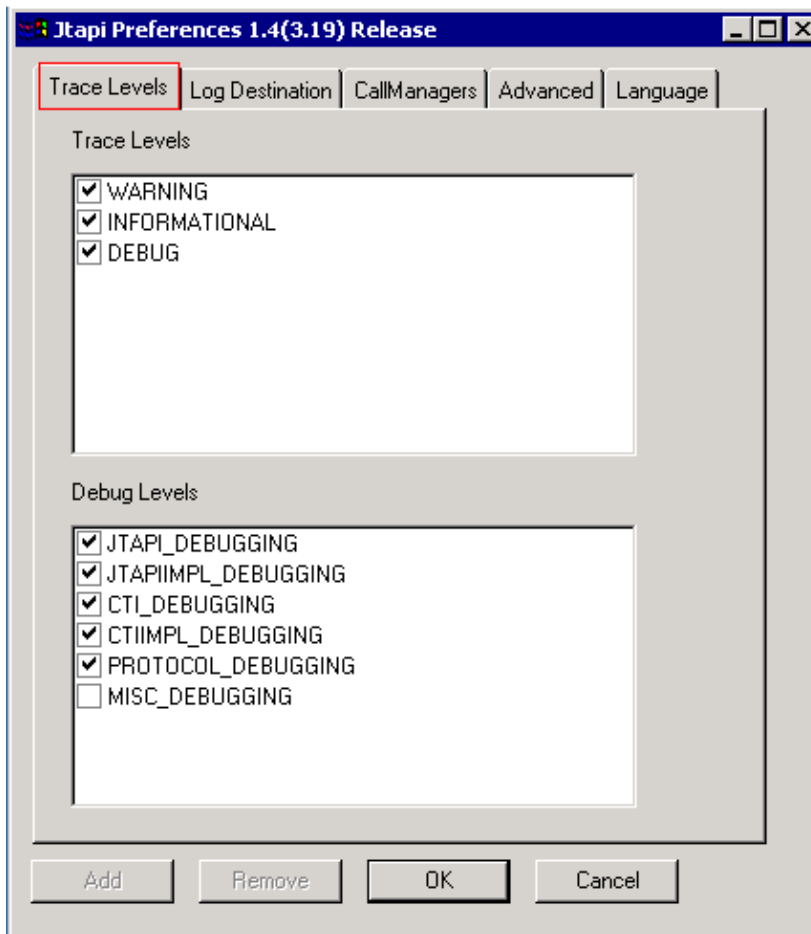
2. Click the **Log Destination** tab.

Figure 1 JTAPI Preferences: Log Destination Tab



3. Check the **Use Rotating Log Files** check box.
4. Increase the maximum number of log files to 100 in the Log File Settings section. (Suggested)
5. Click the **Trace Levels** tab (see Figure 2).
6. Check the **WARNING**, **INFORMATIONAL**, and **DEBUG** check boxes in the Trace Levels section.

Figure 2 JTAPI Preferences: Trace Levels



7. Check these check boxes in the Debug Levels section:

- ◆ JTAPI_DEBUGGING
- ◆ JTAPIIMPL_DEBUGGING
- ◆ CTI_DEBUGGING
- ◆ CTIIMPL_DEBUGGING
- ◆ PROTOCOL_DEBUGGING

Note: Do not check MISC_DEBUGGING unless Cisco TAC explicitly asks for it.

The system generates and stores the JTAPI log in these locations:

- ◆ IP IVR / IP QM 3.x:

C:\Program Files\wfvavvid\log

- ◆ IP IVR / IP QM 4.x:

C:\Program Files\wfvavvid\log\JTAPI\

The name of the log file is CiscoJTAPIxx.log, where xx represents the sequence number.

- ◆ Restart of the Jtapi subsystem is required for the trace settings and file sizes to be reflected in the JTAPI traces.
- ◆ If a command window flashes and the Jtapi Preferences dialog box fails to load, get the JRE download from these URLs:

◇ <http://java.sun.com/j2se/1.3/download.html> (If realtime reporting tool will be run)

◇ <http://java.sun.com/j2se/1.4.2/download.html> (If realtime reporting tool will not run)
After you complete the test(s), pull back the appropriate the logs, check that the incident time is covered in the logs and provide the logs to Cisco Technical Support.

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Updated: May 03, 2007

Document ID: 91564
