



Call Tracker show Commands Extensions

Feature History

Release	Modification
12.2(11)T	This feature was introduced.

This document describes the Call Tracker show Commands Extensions feature in Cisco IOS Release 12.2(11)T and includes the following sections:

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Feature Overview

Before Cisco IOS Release 12.2(11)T, the **show calltracker active** and **show calltracker history** commands provided a simple way to examine the Call Tracker active table and Call Tracker history table in chronological order. The extensions to these commands available in Cisco IOS Release 12.2(11)T allow the command output to be reverse collated (output from most recent to least recent) or to be filtered by call category or service type. Historical data for disconnected call sessions can be filtered by subsystem type.

Benefits

The command enhancements allow the user more control over the quantity and type of information that is displayed from the **show calltracker active** and **show calltracker history** commands. Streamlined command output simplifies troubleshooting, especially for newer platforms where the number of ports is in the several hundreds, or even thousands.

Supported Platforms

- Cisco AS5300
- Cisco AS5350
- Cisco AS5400
- Cisco AS5800
- Cisco AS5850

Determining Platform Support Through Cisco Feature Navigator

Cisco IOS software is packaged in feature sets that support specific platforms. To get updated information regarding platform support for this feature, access Cisco Feature Navigator. Cisco Feature Navigator dynamically updates the list of supported platforms as new platform support is added for the feature.

Cisco Feature Navigator is a web-based tool that enables you to determine which Cisco IOS software images support a specific set of features and which features are supported in a specific Cisco IOS image. You can search by feature or release. Under the release section, you can compare releases side by side to display both the features unique to each software release and the features in common.

To access Cisco Feature Navigator, you must have an account on Cisco.com. If you have forgotten or lost your account information, send a blank e-mail to cco-locksmith@cisco.com. An automatic check will verify that your e-mail address is registered with Cisco.com. If the check is successful, account details with a new random password will be e-mailed to you. Qualified users can establish an account on Cisco.com by following the directions at <http://www.cisco.com/register>

Cisco Feature Navigator is updated regularly when major Cisco IOS software releases and technology releases occur. For the most current information, go to the Cisco Feature Navigator home page at the following URL:

<http://www.cisco.com/go/fn>

Availability of Cisco IOS Software Images

Platform support for particular Cisco IOS software releases is dependent on the availability of the software images for those platforms. Software images for some platforms may be deferred, delayed, or changed without prior notice. For updated information about platform support and availability of software images for each Cisco IOS software release, refer to the online release notes or, if supported, Cisco Feature Navigator.

Supported Standards, MIBs, and RFCs

Standards

No new or modified standards are supported by this feature.

MIBs

No new or modified MIBs are supported by this feature.

To obtain lists of supported MIBs by platform and Cisco IOS release, and to download MIB modules, go to the Cisco MIB website on Cisco.com at the following URL:

<http://www.cisco.com/public/sw-center/netmgmt/cmtk/mibs.shtml>

RFCs

No new or modified RFCs are supported by this feature.

Prerequisites

Ensure that Call Tracker has been configured with adequate memory to hold history records for completed calls sufficiently long enough to be useful, as determined by the peak call completion rate and polling interval. For more information on setting up the Call Tracker feature, refer to the “Configuring and Managing Integrated Modems” section in the “Modem and Dial Shelf Configuration and Management” chapter of the Release 12.2 *Cisco IOS Dial Technologies Configuration Guide*.

Configuration Tasks

None

Configuration Examples

None

Command Reference

This section documents modified commands. All other commands used with this feature are documented in the Cisco IOS Release 12.2 command reference publications.

- [show call calltracker active](#)
- [show call calltracker history](#)

show call calltracker active

To display all information stored within the Call Tracker active database for all active calls, use the **show call calltracker active** command in EXEC mode.

```
show call calltracker active [{category call-type} | {service session-type}] [reverse]
```

Syntax Description

category	(Optional) Displays Call Tracker data for a specific type of call. The default is to show all calls, regardless of type. When the category keyword is specified with one of the optional call type keywords, Call Tracker shows only calls whose records indicate that category.
<i>call-type</i>	(Optional) Call type for the calls stored within the Call Tracker active database table. Enter one of the following call type keywords: isdn , modem , other , v110 , and v120 .
service	(Optional) Displays Call Tracker data with a filter restricting output based on the session type. When the service keyword is specified with one of the optional session type keywords, Call Tracker shows only calls whose records indicate that type of session.
<i>session-type</i>	(Optional) Session type for the calls stored within the Call Tracker active database table. Enter one of the following session type keywords: exec , l2tp , l2f , mp , other , ppp , slip , and tcpclear .
reverse	(Optional) Displays Call Tracker data in inverted sorting order, from most recent to least recent.

Defaults

The default if neither the **category** nor **service** keyword is specified is to display all calls regardless of category or service session types.

Command Modes

EXEC

Command History

Release	Modification
12.1(3)T	This command was introduced.
12.2	This command was integrated into Cisco IOS Release 12.2.
12.2(11)T	The reverse and service keywords were added.

Usage Guidelines

The **show call calltracker active** command allows you to display active calls for a single supported call category or service session type, if desired, by using the **category** or **service** keyword, respectively. Call activity can be listed in reverse chronological order, from most recent to least recent, by using the **reverse** keyword.

Examples

The following example shows all Call Tracker activity in reverse order, from most recent to least recent. The entries are sorted by call handle, from highest to lowest.

```

Router# show call calltracker active reverse

----- call handle=0000000003 -----
status=Active, service=PPP, origin=Answer, category=Modem
DS0 slot/port/dsl/chan=7/0/19/0, called=77777, calling=(n/a)
userid=modem1_2, ip=172.16.11.3, mask=172.16.11.3
setup=08/01/2001 13:36:44, conn=0.02, phys=17.98, service=24.90, authen=24.90,
init rx/tx b-rate=33600/33600, rx/tx chars=0/0
resource slot/port=1/2, mp bundle=0, charged units=0, account id=7
idb handle=0x660EB040, tty handle=0x62828B04, tcb handle=0x0
.
.
.

```

Table 1 describes the significant fields shown in the display.

Table 1 *show call calltracker active reverse Field Descriptions*

Field	Description
status	Status of the calls in the active database.
service	Session type for the call.
category	Call type category.
DS0 slot/port/dsl/chan	Number of the slot in the chassis, the applique that is being used (in the case of a card that supports multiple DS3 controllers), the DS1 trunk within the controller, and the channel, or time slot, within the DS1 trunk on which the call resides.
setup	The absolute time, relative to when the network access server (NAS) was booted, when the call was indicated, for instance, by the telecommunications network.
conn	The time in ticks, relative to the setup time, when the connection was established between the time slot of the incoming call and the appropriate local resources in the NAS such as the digital signal processor (DSP).
phys	The time in ticks, relative to the setup time, when the physical link became ready. For a modem, this time would be when the carrier came up and error control and compression were completely negotiated.
service	The time in ticks, relative to the setup time, when the service was determined for the call type.
authen	The time in ticks, relative to the setup time, when the user credentials were authenticated. Authentication may involve a Challenge Handshake Authentication Protocol (CHAP) challenge or response authentication for a PPP call, and the associated delay, through RADIUS or TACACS, in the external lookup.

Related Commands

Command	Description
show call calltracker handle	Displays all information stored within the Call Tracker active or history database table for a specified unique call handle identifier.
show call calltracker history	Displays all information stored within the Call Tracker history database table for the most recent disconnected calls.
show call calltracker summary	Displays Call Tracker activity and configuration information such as the number of active calls and the history table attributes.

show call calltracker history

To display all information stored within the Call Tracker history database table for the most recent historical calls, use the **show call calltracker history** command in EXEC mode.

```
show call calltracker history [{category call-type} | {service session-type} | {subsystem
subsystem-type}] [reverse]
```

Syntax Description	
category	(Optional) Displays Call Tracker data for a specific type of call. The default is to show all calls, regardless of type. When the category keyword is specified with one of the optional call type keywords, Call Tracker shows only calls whose records indicate that category.
<i>call-type</i>	(Optional) Call type for the calls stored within the Call Tracker history database table. Enter one of the following call type keywords: isdn , modem , other , v110 , and v120 .
service	(Optional) Displays Call Tracker data with a filter restricting output based on the session type. When the service keyword is specified with one of the optional session type keywords, Call Tracker shows only calls whose records indicate that session type.
<i>session-type</i>	(Optional) Session type for the calls stored within the Call Tracker history database table. Enter one of the following session type keywords: exec , l2tp , l2f , mp , other , ppp , slip , and tcpclear .
subsystem	(Optional) Displays Call Tracker historical data with a filter restricting output based on the Cisco IOS subsystem that was responsible for terminating the call. When the subsystem keyword is specified with one of the optional subsystem type keywords, Call Tracker shows only those historical calls whose records indicate, they were terminated by that type of subsystem.
<i>subsystem-type</i>	(Optional) Subsystem type responsible for terminating calls stored within the Call Tracker history database table. Enter one of the following subsystem type keywords: admin , csm , exec , isdn , modem , mica , none , rpm , vpn , and vtsp . Although this information requires a more detailed understanding of Cisco IOS software than that of the average user, it is useful to Cisco Technical Assistance Center (TAC) personnel for troubleshooting connection issues.
reverse	(Optional) Displays Call Tracker data in inverted sorting order, from most recent to least recent.

Defaults Specific activity and configuration information is not displayed.

Command Modes EXEC

Command History

Release	Modification
12.1(3)T	This command was introduced.
12.2	This command was integrated into Cisco IOS Release 12.2.
12.2(11)T	The reverse , service , and subsystem keywords were added.

Usage Guidelines

The **show call calltracker history** command allows you to display the call history for a single supported call category type or service type, if desired, by using the **category** or **service** keywords respectively. Completed calls can be filtered based upon the disconnecting subsystem by using the **subsystem** keyword. For all tabular forms of the **show call calltracker history** command, the sorting order may be inverted by using the **reverse** keyword to give most-recent to least-recent collation.

Examples

The following example shows Call Tracker historical data for an outgoing modem-to-Layer 2 Transport (L2TP) Virtual Private Network (VPN) tunneled call that was disconnected by the ISDN subsystem:

```
Router# show call calltracker history subsystem isdn

----- call handle=0000000002 -----
status=History, service=L2TP, origin=Answer, category=Modem
DS0 slot/port/ds1/chan=7/0/2/0, called=70911, calling=(n/a)
userid=modem1_1@bmw.com, ip=172.16.0.0, mask=172.16.0.0
setup=08/01/2001 13:36:44, conn=0.02, phys=17.96, service=23.30, authen=22.26,
init rx/tx b-rate=33600/33600, rx/tx chars=201/247
resource slot/port=1/1, mp bundle=0, charged units=0, account id=6
duration(sec)=132.50, disc subsys=ISDN, disc code=0x10
disc text=Normal call clearing

-----
protocol: last=LAP-M, attempted=LAP-M
compression: last=V.42bis-Both, attempted= V.42bis-RX V.42bis-TX
standard: last=V.34+, attempted=V.90, initial=V.34+

snr=40 dB, sq=5, rx/tx level=-15/-13 dBm
phase jitter: freq=12 Hz, level=2 degrees
far end echo level=-90 dBm, freq offset=0 Hz
phase roll=0 degrees, round-trip delay=0 msecs
digital pad=None dB, digital pad comp=0
rbs pattern=0, constellation=16 point
rx/tx: symbol rate=3429/3429, carrier freq=1959/1959
rx/tx: trellis code=16/16 preemphasis index=0/0
rx/tx: constellation shape=Off/Off, nonlinear encode=Off/Off
rx/tx: precode=Off/Off, xmit level reduct=0/0 dBm

rx/tx: chars=201/247, general info=0x0
rx/tx: link layer chars=172/214, NAKs=0/0
error corrected: rx/tx=9/5, rx bad=0
ec retransmissions=0, retransmitted frames=0
rx/tx ppp slip=4/4, bad ppp slip=0

rx/tx b-rate: last=33600/33600, lowest=33600/300, highest=33600/33600
phase 2 projected max rx b-rate: client=33600, host=33600
phase 4 desired rx/tx b-rate: client=33600/33600, host=33600/33600
retrains: local=0, remote=0, failed=0
speedshift: local up/down=0/0, remote up/down=0/0, failed=0

v110: rx good=0, rx bad=0, tx=0, sync lost=0
SS7/COT status=0x00
```


Table 2 *show call calltracker history subsystem isdn Field Descriptions*

Field	Description
phys	The absolute time, relative to when the NAS was booted, at which the physical link became ready. For a modem, this time would be when the carrier came up and error control and compression were completely negotiated.
service	The absolute time, relative to when the NAS was booted, at which the service was determined for the call type.
authen	The absolute time, relative to when the NAS was booted, at which the user credentials were authenticated. Authentication may involve a Challenge Handshake Authentication Protocol (CHAP) challenge or response authentication for a PPP call, and the associated delay, through RADIUS or TACACS, in the external lookup.
disc subsystem	The subsystem that disconnected the call.
disc code	Disconnecting code—a numeric code unique within the disconnecting subsystem that is of local significance (internal and proprietary).
disc text	Message that gives a textual explanation for why the disconnection occurred. This message is of local significance (internal and proprietary).

Related Commands

Command	Description
show call calltracker active	Displays all information stored within the Call Tracker active database for all active calls.
show call calltracker handle	Displays all information stored within the Call Tracker active or history database table for a specified unique call handle identifier.
show call calltracker summary	Displays Call Tracker activity and configuration information such as the number of active calls and the history table attributes.

Glossary

CHAP—Challenge Handshake Authentication Protocol. Security feature supported on lines using PPP encapsulation that prevents unauthorized access. CHAP does not itself prevent unauthorized access, but merely identifies the remote end. The router or access server then determines whether that user is allowed access.

DSP—digital signal processor. A DSP segments the voice signal into frames and stores them in voice packets.

NAS—network access server. Cisco platform (or collection of platforms, such as an AccessPath system) that interfaces between the packet world (for example, the Internet) and the circuit world (for example, the Public Switched Telephone Network).

VPN—Virtual Private Network. Enables IP traffic to travel securely over a public TCP/IP network by encrypting all traffic from one network to another. A VPN uses tunneling to encrypt all information at the IP level.