



Trace Collection Configuration

This chapter provides procedural information on using the Serviceability Trace Collection tool.

This chapter contains the following topics:

- [Configuring SDI Trace Collection, page 6-2](#)
- [Configuring SDL Trace Collection, page 6-5](#)

Cisco CallManager Serviceability provides a web-based trace tool to assist the system administrator and support personnel in troubleshooting Cisco CallManager problems. Trace provides three main functions:

- Configure trace parameters
- Collect trace files
- Analyze trace data for troubleshooting problems

The Trace and Alarm tools work together. You configure trace and alarm settings for Cisco CallManager services. A Cisco TAC engineer receives the results. You can direct alarms to the Microsoft Windows 2000 Event Viewer, CiscoWorks2000 Syslog, system diagnostic interface (SDI) or signal distribution layer (SDL) trace log files, or to all destinations. You can base traces for Cisco CallManager services on debug levels, specific trace fields, and Cisco CallManager devices such as phones or gateways. You can perform a trace on the alarms that are sent to the SDI or SDL trace log files.

Use the Trace Collection tool to collect trace information for any Cisco CallManager service, the time and date of the trace for that service, and the trace type (SDI or SDL) for that service. Trace Collection takes the information that you chose and writes it into a single file. You can display the collected results or download them to a file, which you use to troubleshoot the system.

**Note**

Enabling Trace decreases system performance; therefore, enable Trace only for troubleshooting purposes. For assistance using Trace, contact Cisco TAC.

After configuring trace parameters and running the trace, you can select trace information to collect for analysis. You can base the collection of information on SDL or SDI trace, type of Cisco CallManager service, and time and date of trace. Trace Collection focuses on traces for a specific period.

Configuring SDI Trace Collection

This section describes how to specify the criteria for an SDI trace collection.

**Caution**

The Trace Collection tool affects the performance of the Cisco CallManager server that runs the tool. If possible, run Trace Collection during off-peak business hours.

Procedure

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- Step 1** From the Cisco CallManager Administration window, choose **Application > Cisco CallManager Serviceability**.
The Cisco CallManager Serviceability window displays.
 - Step 2** Choose **Trace > Collection**.
 - Step 3** Click the **SDI Trace** radio button.
 - Step 4** From the Configured Host: Services box, choose the service.
 - Step 5** Click the **Down arrow** button.
The service that you chose appears in the Selected Host:Services box.



Note Click the **Up arrow** button to remove a service from the Selected Host:Services box.

- Step 6** Enter the From: date in the Date: box; for example, 2/2/2001.
- Step 7** Enter the To: date in the Date: box; for example 2/3/2001.
- Step 8** In the From Time: selection box, click the Down arrow for the beginning hour, minute, and second of the trace information that you want to collect; for example, 3 hour, 45 minute, 0 second.
- Step 9** In the To Time: selection box, click the Down arrow for the ending hour, minute, and second of the trace information that you want to collect; for example, 23 hour, 59 minute, 59 second.
- Step 10** If you have search criteria, enter it in the Search For: box.
- Step 11** To collect the trace information in XML format, check the Collect XML Trace File(s) check box, if it is not already checked; otherwise, Cisco CallManager collects the trace information in a text file.
- Step 12** Click either the **Submit Form** button to save the information and to begin the collection or the **Reset Form** button.

The **Reset Form** button reloads the Trace Collection window with all the defaults. This action deletes any selection criteria that was previously chosen.

The Trace Collection Request Complete window displays. See [Figure 6-1](#).

Figure 6-1 Trace Collection Results

The screenshot shows a web browser window with a dark green header containing navigation tabs: Alarm, Trace, Tools, Application, and Help. Below the header is a light green banner with the text "Cisco CallManager Serviceability For Cisco IP Telephony Solutions" and the Cisco Systems logo. The main content area has a yellow background and displays the following text:

Trace Collection Tool

The request is completed.

Click [here](#) to view result in a new window

Right Click [here](#) to download result.

Back to Trace Collection

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Step 13 To view the results in a new window, click the first **here** hyperlink, or to download the results, right-click the second **here** hyperlink.



Tip To view the XML file results in Trace Analysis (you must have chosen it in [Step 11](#)), click the **here** hyperlink. To view text file results into a Notepad window, right-click to download.

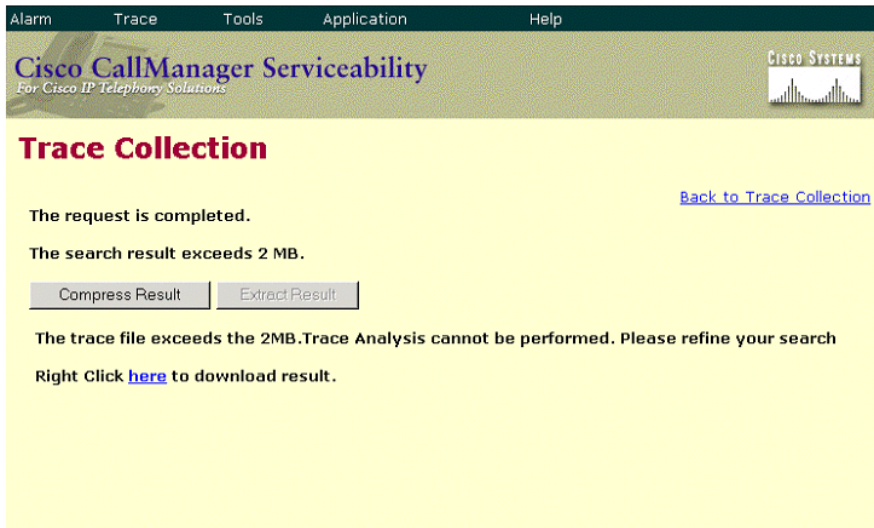
Step 14 If you chose the right-click option, click **Save As** to save the trace collection results to a file of your choice.

Step 15 If you chose the first click **here** hyperlink, click the **Close** button to return to the Trace Collection Results window.

Step 16 To close the window and return to the Trace Collection window, click the **Back to Trace Collection** button.



Note If the result of the Trace Collection exceeds 2 MB of data, a window displays with an option to compress the data (see [Figure 6-2](#)). Click the **Compress Result** button and choose to download the result. You can take the compressed data to another computer for analysis. See [Chapter 21, “Bulk Trace Analysis.”](#)

Figure 6-2 Trace Collection Results Exceed 2 MB**Related Topics**

- [Chapter 5, “Trace Configuration”](#)
- [Chapter 7, “Trace Analysis Configuration”](#)
- [Chapter 21, “Bulk Trace Analysis”](#)

Configuring SDL Trace Collection

This section describes how to specify criteria for an SDL trace collection.


**Caution**

The Trace Collection tool affects the performance of the Cisco CallManager server that runs the tool. If possible, run Trace Collection during off-peak business hours.



Note You can use the SDL Trace Collection Tool for only the Cisco CallManager and Cisco CTIManager services.

Procedure

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- Step 1** From the Cisco CallManager Administration window, choose **Application > Cisco CallManager Serviceability**.
The Cisco CallManager Serviceability window displays.
- Step 2** Choose **Trace > Collection**.
- Step 3** Click the **SDL Trace** radio button.
- Step 4** From the Configured Host: Services box, choose either the Cisco CallManager or Cisco CTIManager service.
- Step 5** Click the **Down arrow** button.
The service that you chose displays in the Selected Host:Services box.
-  **Note** To remove a service from the Selected Host:Services box, click the **Up arrow** button.
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- Step 6** Enter the From: date in the Date: box; for example, 2/2/2001.
- Step 7** Enter the To: date in the Date: box; for example 2/3/2001.
- Step 8** In the Time: selection box, click the Down arrow for the beginning hour, minute, and second of the trace information that you want to collect; for example, 3 hour, 45 minute, 0 second.
- Step 9** In the Time: selection box, click the Down arrow for the ending hour, minute, and second of the trace information that you want to collect; for example, 23 hour, 59 minute, 59 second.
- Step 10** If you have search criteria, enter it in the Search For: box.
- Step 11** To collect the trace information in XML format, check the Collect XML Trace File(s) check box, if it is not already checked; otherwise, Cisco CallManager collects the trace information in a text file.
- Step 12** Click either the **Submit Form** button to save the information and begin the collection or the **Reset Form** button to make changes to the collection criteria.

The Trace Collection Request Complete window displays. See [Figure 6-1](#).

- Step 13** To view the results in a new window, click the first **here** hyperlink or, to download the results, right-click the second **here** hyperlink.
- Step 14** If you chose the right-click option, click **Save As** to save the trace collection results to a file of your choice.
- Step 15** If you chose the first click **here** hyperlink, click the **Close** button to return to the Trace Collection Results window.
- Step 16** To close the window and return to the Trace Collection window, click the **Back to Trace Collection** button.

**Note**

If the result of the Trace Collection exceeds 2 MB of data, a window displays with an option to compress the data (see [Figure 6-2](#)). Click the **Compress Result** button and choose to download the result. You can take the compressed data to another computer for analysis. See [Chapter 21, “Bulk Trace Analysis.”](#)

Related Topics

- [Chapter 5, “Trace Configuration”](#)
- [Chapter 7, “Trace Analysis Configuration”](#)
- [Chapter 21, “Bulk Trace Analysis”](#)

