



## Trace Examples

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This appendix contains a sample customer problem and some trace troubleshooting procedures. The following list comprises these examples:

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- [Verify Correct Configuration, page B-2](#)
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## Customer Problem

The customer has an IP phone (directory number 2000) that is configured for Call Forward all Calls to another IP phone (directory number 3000). The customer network includes five Cisco CallManager servers in its cluster.

# Verify Correct Configuration

Perform the following procedure to troubleshoot the customer problem.

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- Step 1** Use the Real-Time Monitoring Tool and Cisco CallManager Administration to locate the Cisco CallManager server that is configured and registered with the IP phone with DN 2000.
- In this example, call the server “node A.”
- Step 2** Go to the IP phone and verify that Cisco CallManager node A is active. (Press the Settings button; then, scroll to Network Configuration.)
- Step 3** Use Cisco CallManager Administration to locate the Cisco CallManager server configured with the IP phone with DN 3000 (the calls from DN 2000 are forwarded here).
- Step 4** Use Real-Time Monitoring Tool to locate the Cisco CallManager that has the IP phone with DN 3000 registered.
- In this example, call the server “node B.”
- Step 5** Use Cisco CallManager Administration to verify the IP phone on node A configuration shows Call Forward all Calls with correctly configured DN information and Calling Search Space.
- In this example, the configuration is correct.
- Step 6** Make a call to DN 3000 from any phone in the cluster.
- In this example, the call completes. Because the call is completing, enable trace to determine why the phone does not correctly forward calls.
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# Set Up Trace

Perform the following procedures to set up trace to determine why the Call Forward all Calls from DN 2000 to DN 3000 does not work properly.

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- Step 1** From the Cisco CallManager Serviceability window, choose Trace Configuration.
  - Step 2** Choose the Cisco CallManager service for node A.
  - Step 3** Check the Apply to All Nodes check box to trace node A and node B.
  - Step 4** Set up device based tracing.
  - Step 5** Choose IP phones with DNs 2000 and 3000.
  - Step 6** Enable non-device trace at the detailed debug trace level.
  - Step 7** Save the Trace Configuration information.
  - Step 8** From any phone in the cluster, make a call to DN 2000 to verify it forwards to DN 3000.

**Tip**

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Note the time. You will need it later.

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# Collect Trace

Perform the following procedures to set up trace to collect information about the call between the IP phones.

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- Step 1** From the Cisco CallManager Serviceability window, choose Trace Collection.
  - Step 2** Set up the trace to collect SDI information and use the time that you wrote in [Set Up Trace, page B-3, Step 8](#).
  - Step 3** Click the **Submit Form** button.
  - Step 4** View the results of the Trace Collection.



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**Note** To view results, use either text or XML format.

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**Step 5** Set up the trace to collect SDL information and use the time that you wrote in [Set Up Trace, page B-3, Step 8](#).

**Step 6** View the results for state transition information.



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**Note** To view results, use either text or XML format.

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## Review Results

In this example, you review the results of the SDI and SDL trace collection. You can use a text file or an XML file. Use Trace Analysis tool to view XML file results. By reviewing the SDL information, a skilled engineer can determine what type of problem is happening between the two phones.

## Where to Find More Information

### Related Topics

- [Chapter 8, “Trace”](#)
- [Chapter 5, “Trace Configuration,”](#) *Cisco CallManager Serviceability Administration Guide*
- [Chapter 6, “Trace Collection Configuration,”](#) *Cisco CallManager Serviceability Administration Guide*
- [Chapter 7, “Trace Analysis Configuration,”](#) *Cisco CallManager Serviceability Administration Guide*