

Set Traces with Cisco CallManager 4.0

Document ID: 45703

Contents

Introduction

Prerequisites

- Requirements

- Components Used

- Conventions

Configure Trace Settings

- Use Troubleshooting Trace Settings

- Use Trace Configuration

Cisco CallManager Trace Collection Tool

- Use the Trace Collection Tool

Verify

Troubleshoot

Related Information

Introduction

This document describes how to set traces with Cisco CallManager 4.0. In the past, the configuration and collection of traces for Cisco CallManager has been a tedious task. The task is even more tedious when there are multiple components and multiple servers. Cisco CallManager 4.0 introduces a much simpler way to turn on traces that you need to troubleshoot. Cisco CallManager 4.0 also introduces a new utility to make the collection of traces much faster.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the Cisco CallManager 4.0(1) and later.

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

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Configure Trace Settings

Cisco CallManager 4.0 introduces a new way to configure trace settings on your CallManager cluster, which has the name Troubleshooting Trace Settings. The earlier method to set traces still exists and has not changed, but this document focuses on the new method.

Use Troubleshooting Trace Settings

Complete these steps to use Troubleshooting Trace Settings:

1. In order to access Troubleshooting Trace Settings, go to the Serviceability page and choose **Trace > Troubleshooting Trace Settings**.



2. In the Troubleshooting Trace Settings window, check the check box at the intersection of the appropriate Cisco CallManager server and service.

Alarm Trace Tools Application Help

Cisco CallManager Serviceability
For Cisco IP Telephony Solutions

CISCO SYSTEMS

TroubleShooting Trace Setting

Status: TroubleShooting Trace enabled since "Mon Jan 26 09:43:26 2004"

Apply TroubleShooting Traces + Reset TroubleShooting Traces **

Services	Select all Nodes for a Service	172.16.19.10	172.16.19.11
Check all Services for a Node	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cisco CallManager	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Cisco Tftp	<input type="checkbox"/>	<input type="checkbox"/>	N/A
Cisco Messaging Interface	<input type="checkbox"/>	N/A	N/A
Cisco IP Voice Media Streaming App	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cisco CTIManager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Telephony Call Dispatcher	<input type="checkbox"/>	N/A	N/A
Cisco MOH Audio Translator	<input type="checkbox"/>	<input type="checkbox"/>	N/A
Cisco RIS Data Collector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Database Layer Monitor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cisco CDR Insert	<input type="checkbox"/>	<input type="checkbox"/>	N/A
Cisco CTL Provider	<input type="checkbox"/>	N/A	N/A
Cisco Extended Functions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cisco WebDialer	<input type="checkbox"/>	N/A	N/A
Cisco IP Manager Assistant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Extension Mobility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Note: Select the services for which, troubleshooting traces settings need to be applied and click on "Apply TroubleShooting Trace Settings".

**Note: Click on "Reset Trouble Shooting Trace" to restore the trace settings back to normal.

Warning: Having the TroubleShooting trace enabled for a longer period of time would increase the size of the trace files and may impact the performance of the services.

Alternatively, you can check **Select all Nodes for a Service**. This action enables traces on all Cisco CallManager servers that run the service that you checked. You can also enable all the traces on a particular server; however, do not enable all traces on a server unless a Cisco Technical Support engineer instructs you to take this action.

3. After you have collected the necessary traces, click **Reset Troubleshooting Traces** to restore the original trace settings.

Use Trace Configuration

Cisco CallManager 4.0 has retained the previous Trace Configuration functionality. But if you have enabled Troubleshooting Traces for a service, the Trace Configuration window for that service is dimmed and unavailable. You must turn off Troubleshooting Trace Settings before you use the previous Trace Configuration method.

For more information about Trace Configuration, refer to the document Set Up Cisco CallManager Traces for Cisco Technical Support.

Cisco CallManager Trace Collection Tool

The Trace Collection Tool is a new utility that greatly simplifies the task of trace collection. The utility has the ability to collect virtually every log file that you may need from Cisco CallManager traces to Dr. Watson crash logs, from one server to a cluster of eight or more servers. In addition, the utility automatically compresses the files into a single archive for easy transport to Cisco Technical Support. Run the utility from a workstation. You can download the utility from the Plugins page in Cisco CallManager.



Caution: When you run the Trace Collection Tool, the tool can use significant bandwidth and CPU resources. Run the utility on a workstation, and not on a production Cisco CallManager server.

Use the Trace Collection Tool

Complete these steps to use the Trace Collection Tool:

1. Launch the Trace Collection Tool, and enter the IP address of a Cisco CallManager server.

The address that you enter can be the IP address of a publisher or subscriber. The address does not need to be the IP address of the server from which you wish to gather traces.

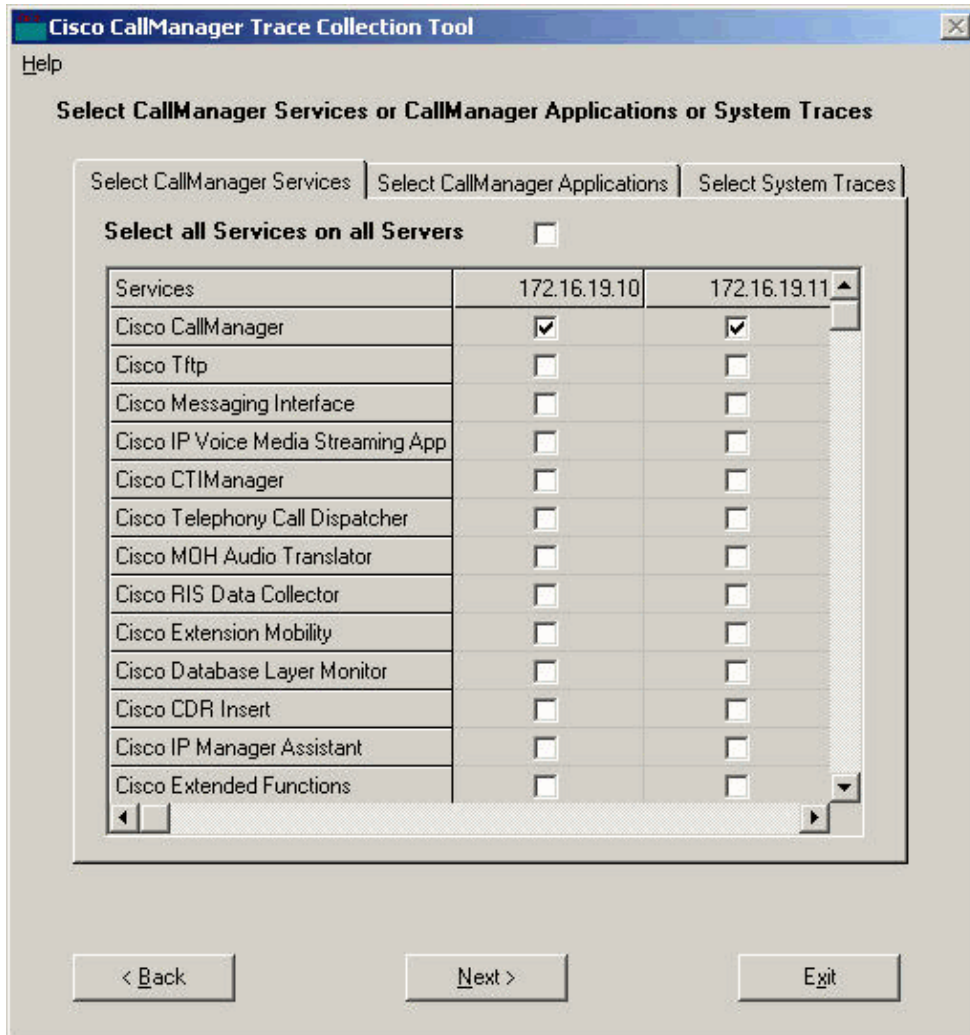
The screenshot shows the 'Cisco CallManager Trace Collection Tool' dialog box. The window title is 'Cisco CallManager Trace Collection Tool'. There is a 'Help' button in the top left corner. The main heading is 'Provide CallManager Details'. Below this heading are three input fields: 'Server Name/IP Address' containing '172.16.19.10', 'User Name' containing 'administrator', and 'Password' containing '*****'. Below these fields is a section titled 'To Collect Traces' with two radio button options: 'Use IP Address(Convert DNS Names of CallManager Servers to IP Addresses)' (which is selected) and 'Use DNS Names(Convert IP Addresses of CallManager Servers to DNS Names)'. At the bottom of the dialog are three buttons: '< Back', 'Next >', and 'Exit'.

2. Click **Next**.

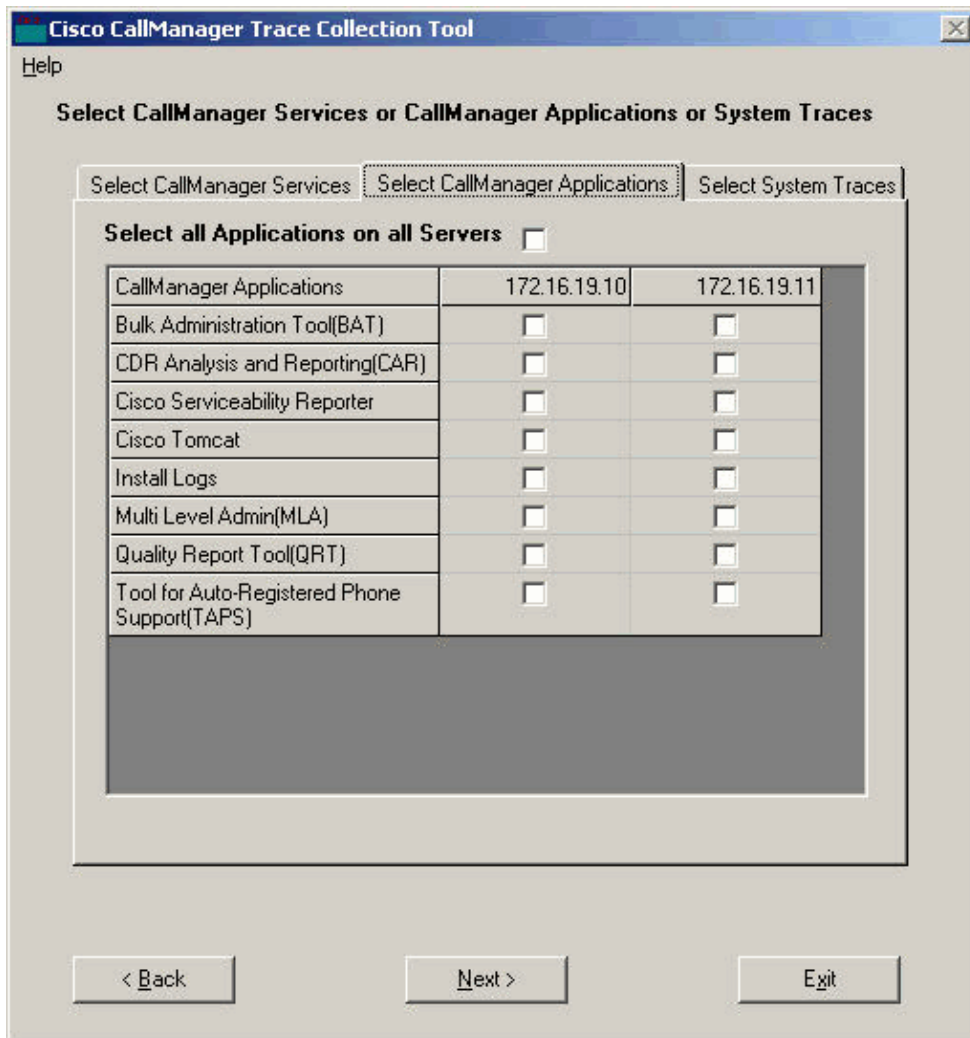
The Trace Collection tool connects to the server that you specified and dynamically learns about all the other servers in the cluster. The Trace Collection tool then lists all types of trace files and all the servers in the cluster.

3. In this window, check the appropriate trace or server check box to choose the traces that you want.

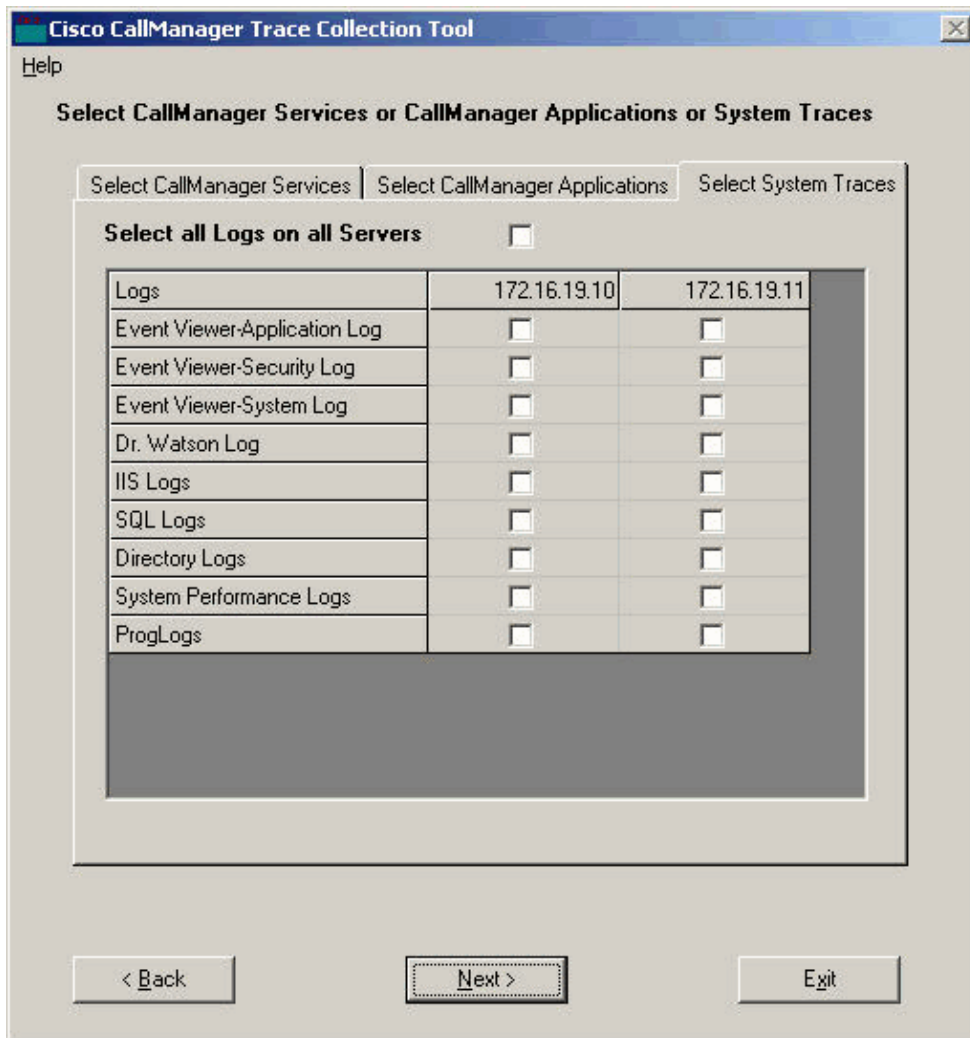
By default, all traces on all nodes are selected. In most cases, you only need a few specific traces. So be sure to click each tab and disable the traces that are not necessary.



4. In order to troubleshoot a problem with a Cisco CallManager application, click the **Select CallManager Applications** tab and choose the appropriate traces from the list.

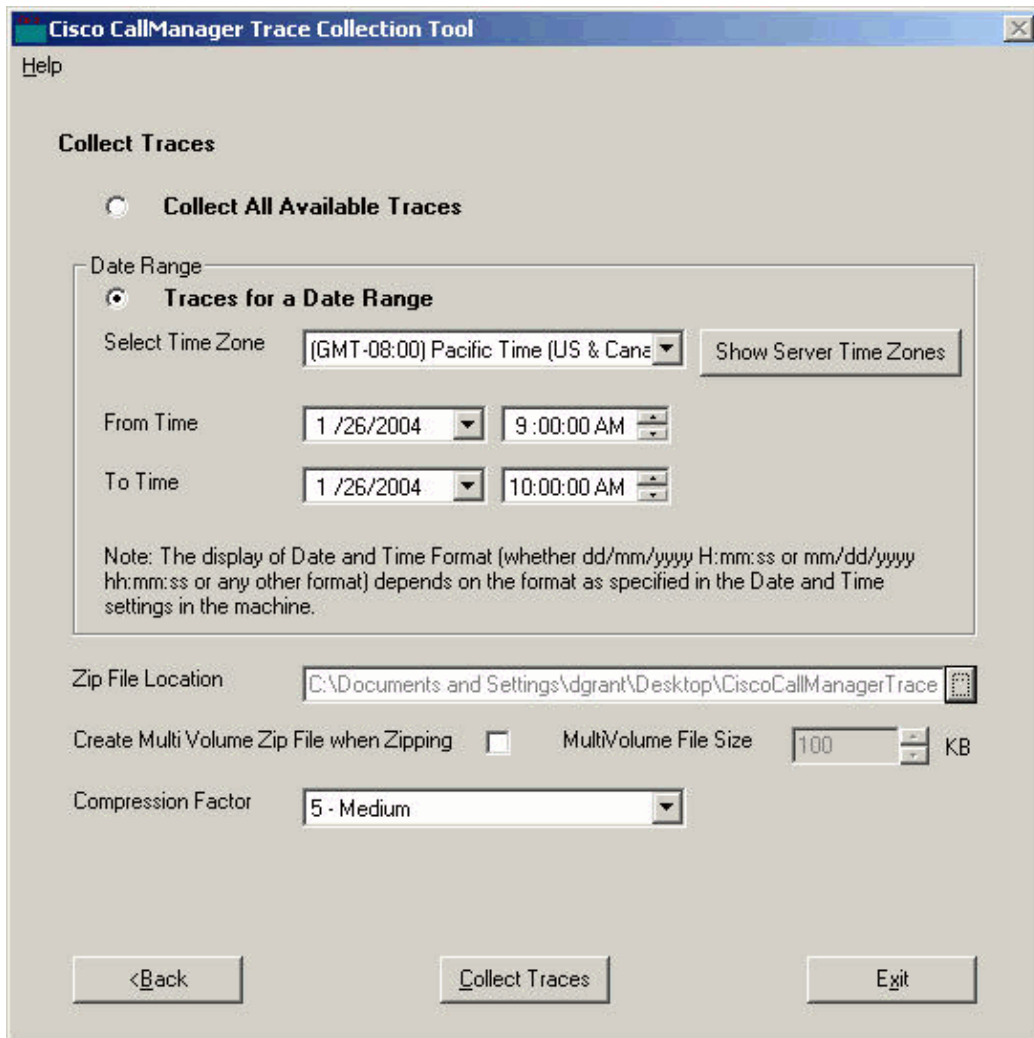


5. Click the **Select System Traces** tab in order to gather a variety of logs from Microsoft Windows, Structured Query Language (SQL), Internet Information Server (IIS) and DC Directory/Active Directory plugin and performance logs.



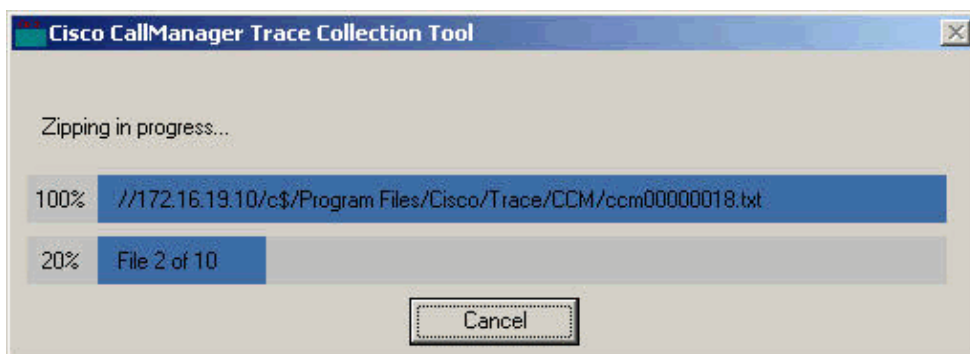
6. After you choose the traces that you desire, click **Next** in order to reach the Collect Traces window.
7. At the Collect Traces window, choose either **Collect All Available Traces** or **Traces for a Date Range** to provide a time period from which to collect the traces.

Narrow down the time of the problem as much as possible to reduce bandwidth and CPU utilization. If you narrow down the time, you also ease the task of looking through the traces.



8. After you indicate the trace time, click **Collect Traces**.

This action begins the download of the trace files from the servers as well as the compression of the files.



Verify

There is currently no verification procedure available for this configuration.

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.

Related Information

- **Trace Collection Configuration**
 - **Set Up Cisco CallManager Traces for Cisco Technical Support**
 - **Voice Technology Support**
 - **Voice and IP Communications Product Support**
 - **Troubleshooting Cisco IP Telephony**
 - **Technical Support & Documentation**
-

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2010 – 2011 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

Updated: Feb 03, 2006

Document ID: 45703
