



## Troubleshooting

---

- [Enabling Cisco Unified SIP Proxy Traces](#)
- [Viewing the Cisco Unified SIP Proxy Log File](#)
- [Configuring Trace Settings](#)
- [Viewing Tech Support Information](#)
- [Viewing a Trace Buffer](#)
- [Viewing a Log File](#)
- [Enabling SIP Message Logging](#)
- [Searching SIP Message Calls](#)
- [Viewing SIP Message Calls](#)
- [Enabling the Failed Calls Log](#)
- [Viewing the Failed Calls Log](#)
- [Viewing the History of a Failed Call](#)

## Enabling Cisco Unified SIP Proxy Traces

### Procedure

---

- Step 1** Choose **Troubleshoot > Cisco Unified SIP Proxy > Traces**.
- The system displays the Cisco Unified SIP Proxy Traces page.
- Step 2** To enable tracing on your system, check the **Enable Tracing** check box.
- Step 3** Set the trace values for the following components:
- Base Tracing
  - Routing
  - Proxy-Core
  - SIP-Wire-Log
  - Normalization
  - Proxy-Transactions
  - SIP-Ping

- License-Mgmt
- Trigger-Conditions
- Accounting
- SIP-Search
- Config-Mgmt

For each component, you can choose one of the following levels:

Level	Description
default	Uses the trace level of the parent.
debug	Logs messages of debug severity or higher.
info	Logs messages of info severity or higher.
warn	Logs messages of warning severity or higher.
error	Logs messages of error severity or higher.
fatal	Logs messages of fatal severity or higher.
off	Does not log messages.

**Step 4** Click **Update** to save your changes.

---

#### Related Topics

Back to the [Troubleshooting](#) menu page

## Viewing the Cisco Unified SIP Proxy Log File

### Procedure

---

**Step 1** Choose **Troubleshoot > Cisco Unified SIP Proxy > Log File**.

The system displays the Cisco Unified SIP Proxy Trace Log File page and shows the contents of the trace log file.

**Step 2** To move to another page, use the left and right arrow buttons, or enter another page number and press **Enter**.

**Step 3** To save the trace log file information, do the following:

- Click **Download Log File**.
  - Save the file to a convenient location.
  - Click **Close** when done.
- 

#### Related Topics

Back to the [Troubleshooting](#) menu page

# Configuring Trace Settings

Use this procedure to enable traces, or debug message output, for components in the Cisco Unified SIP Proxy system. Components are modules, entities, and activities in the system. You can review the output by selecting **Troubleshoot > View > Trace Buffer**. See [Viewing a Trace Buffer](#).

## Restriction

Enabling too many traces can adversely affect the system performance.

## Procedure

- 
- Step 1** Choose **Troubleshoot > Traces**.
- The system displays the Traces page, with a hierarchical listing of the system components.
- Step 2** To enable a trace on a system component, check the check box next to the name of the component.
- To expand the list of components, click the + sign next to any upper-level component. To condense the list of components, click the - sign next to any upper-level component.
  - Check the check box next to any upper-level component to enable the traces for all of the components under that component. Uncheck the check box next to any upper-level component to disable the traces for all of the components under that component.
- Step 3** Click **Apply** to save your changes.
- Step 4** Click **OK** in the confirmation window.
- 

## Related Topics

Back to the [Troubleshooting](#) menu page

# Viewing Tech Support Information

## Procedure

- 
- Step 1** Choose **Troubleshoot > View > Tech Support**.
- The system displays the Tech Support page and shows a collection of configuration data.
- Step 2** To save the tech support information, click **Download Tech Support**.
- Step 3** Save the file to a convenient location.
- Step 4** Click **Close** when finished.
- 

## Related Topics

Back to the [Troubleshooting](#) menu page

# Viewing a Trace Buffer

## Procedure

---

- Step 1** Choose **Troubleshoot > View > Trace Buffer**.
- The system displays the Trace Buffer page and shows the contents of the trace buffer.
- Step 2** To move to another page, use the left and right arrow buttons, or enter another page number and press **Enter**.
- Step 3** To save the trace buffer information, do the following:
- Click **Download Trace Buffer**.
  - Save the file to a convenient location.
  - Click **Close** when done.
- Step 4** To clear the trace buffer, do the following:
- Click **Clear Trace Buffer**.
  - Click **OK** at the confirmation prompt.
- 

## Related Topics

Back to the [Troubleshooting](#) menu page

# Viewing a Log File

## Procedure

---

- Step 1** Choose **Troubleshoot > View > Log File**.
- The system displays the Log File page and shows the contents of the log file.
- Step 2** To move to another page, use the left and right arrow buttons, or enter another page number and press **Enter**.
- Step 3** To save the log file, do the following:
- Click **Download Log File**.
  - Save the file to a convenient location.
  - Click **Close** when done.
- 

## Related Topics

Back to the [Troubleshooting](#) menu page

# Enabling SIP Message Logging

Use the SIP message log to capture and troubleshoot SIP calls handled by Cisco Unified SIP Proxy. By default, the SIP message log is disabled. When the SIP message log is enabled, you can enter an optional expression to filter the messages that are stored.

**Note**

If record-route is not configured for a network, the system does not display mid-dialog SIP messages in the SIP message log.

**Caution**

Enabling the SIP message logging feature can have a significant performance impact on your system. We recommend that you limit the volume of calls processed by Cisco Unified SIP Proxy to less than 15 calls per second before you enable SIP message logging. We also recommend using the SIP message log filter whenever possible to limit the number of SIP messages that the system logs every second.

**Procedure**

- Step 1** Choose **Troubleshoot > SIP Message Log > Controls**.  
The system displays the SIP Message Logging page.
- Step 2** Select if you want to enable or disable SIP message logging.
- Step 3** (Optional) Enter a regular expression filter. This reduces the number of calls that are written to the SIP message log. An example of a regular expression filter is **999...1020**. If you enter this, the system will match any number beginning with 999 and ending with 1020. Only messages that match the regular expression will pass through the filter and be stored.
- Step 4** Click **Update**.

**Note**

In the event of a reload, the log control option in SIP message logging reverts to disabled state and the selected preferences are reset. The user needs to re-assign the preferences.

**Related Topics**

Back to the [Troubleshooting](#) menu page

# Searching SIP Message Calls

You can search the SIP message log for certain calls by entering search parameters. If you enter multiple search parameters, the system only returns values that match all the criteria. If you enter no parameters, the system returns all the calls.

There are many SIP messages within each call; if any individual SIP message matches the search criteria, the system displays that call in the search results.

**Restriction**

The system returns a maximum of 500 calls. You can refine the results by entering more search parameters.

**Procedure**

**Step 1** Choose **Troubleshoot > SIP Message Log > Search Calls**.

The system displays the SIP Message Log Search page.

**Step 2** Enter data on which to search:

Field	Description
<b>Called Party—The following parameters apply to the party initiating the call:</b>	
Request-URI contains	Matches the supplied string against the SIP Request-URI field in each SIP message
Remote Party ID contains	Matches the supplied string against the SIP Remote Party-ID field in each SIP message
P-Asserted ID contains	Matches the supplied string against the SIP P-Asserted ID field in each SIP message
To header contains	Matches the supplied string against the SIP To Header field in each SIP message
<b>Calling Party—The following parameters apply to the party receiving the call:</b>	
From: header contains	Matches the supplied string against the SIP From Header field in each SIP message
<b>Date and Time—The following parameters limit the search results to an inclusive window of time:</b>	
Start Time	Calls before this time are excluded. <b>Note</b> If you enter a value in this field, it must include a time and not just a date. If you do not enter a time, the system returns nothing.
End Time	Calls after this time are excluded. <b>Note</b> If you enter a value in this field, it must include a time and not just a date. If you do not enter a time, the system returns nothing.

**Step 3** Click **Search**.

The system refreshes the page and displays any calls that match the search criteria.

**Step 4** To clear the SIP message log, click **Clear SIP Message Log**.

**Step 5** To see more information about a call that the system returned, click it. The system displays the Call Log page with details about the call.

**Related Topics**

Back to the [Troubleshooting](#) menu page

## Viewing SIP Message Calls

The Call Log page displays the individual SIP messages that were processed by the Cisco Unified SIP Proxy during the dialog. It shows the time the message was handled and the direction relative to the Cisco Unified SIP Proxy.

### Procedure

---

- Step 1** Choose **Troubleshoot > SIP Message Log > Search Calls**.  
The system displays the SIP Message Log Search page.
- Step 2** Enter data on which to search. See [Searching SIP Message Calls](#).
- Step 3** Click **Search**.  
The system refreshes the page and displays any calls that match the search criteria.
- Step 4** Click on any call.  
The system displays the Call Log page with details about the call.
- 

### Related Topics

Back to the [Troubleshooting](#) menu page

## Enabling the Failed Calls Log

Use the failed calls log to capture and troubleshoot calls that either fail during initial call setup or that do not terminate normally.

The failed calls log is disabled by default. After you enable it, the system automatically generates a log entry for call setup requests that result in a non-successful status. Similarly, calls that do not terminate properly, including calls exceeding the configured session timeout (when call admission control is enabled), will generate a failed calls log entry.



### Note

You enable the failed calls log independently from the SIP message log. If you want to review the SIP message details for a failed call, enable the SIP message log. See [Enabling SIP Message Logging](#).

---

### Procedure

---

- Step 1** Choose **Troubleshoot > Failed Calls Log > Controls**.  
The system displays the Failed Call Logging page.
- Step 2** Select **Enable** to enable the failed call log.
- Step 3** If you want to include calls that failed due to license limitations, check **Log failed calls due to license limit**.
- Step 4** Click **Update**.
-

**Related Topics**

Back to the [Troubleshooting](#) menu page

## Viewing the Failed Calls Log

Use the failed calls log to capture and troubleshoot calls that either fail during initial call setup or that do not terminate normally.

**Procedure**

- 
- Step 1** Choose **Troubleshoot > Failed Calls Log > Search Calls**.
- The system displays the Failed Calls Log page and shows the contents of the log file.
- Step 2** To move to another page, use the left and right arrow buttons, or enter another page number and press **Enter**.
- Step 3** To see a different number of failed calls on each page, on the top right, choose another number from the drop-down box and click **Go**. You can choose to see 10, 25, 50, or 100 failed calls.
- Step 4** To clear the log, click **Clear All Calls**.
- 

**Related Topics**

Back to the [Troubleshooting](#) menu page

## Viewing the History of a Failed Call

**Procedure**

- 
- Step 1** Choose **Troubleshoot > Failed Calls Log**.
- The system displays the Failed Calls Log page and shows the contents of the log file.
- Step 2** To see more information about a particular failed call, click the underlined call ID.
- The system displays the Failed Call Session History page containing more information about the call.
- 

**Related Topics**

Back to the [Troubleshooting](#) menu page