



Voice Log Translator 2.3.1 User Guide

Cisco Voice Log Translator is a Microsoft Windows software-based tool that parses and translates Cisco CallManager and Cisco Java Telephony API (JTAPI) client trace-log messages. The tool enables you to filter and organize messages and access raw message text or detailed message-text descriptions to aid in troubleshooting.

This document describes how to use Voice Log Translator.



Note

- You can access more information about Voice Log Translator—including capabilities, supported protocols, and how to download and install the latest version—from the following website:
<http://www.cisco.com/partner/WWChannels/technologies/IPT/operate3.html>
 - You can send feedback or questions (engineers will respond as time allows) to the following e-mail address:
voice-log-translator-support@external.cisco.com
-

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Prerequisites for Voice Log Translator

- Run—and generate system-diagnostic-interface (SDI) trace-log messages for—Cisco CallManager up to version 3.3.x.



Note It is important that you heed this prerequisite. Voice Log Translator version 2.3.1 does not reliably open message files for Cisco CallManager versions later than 3.3.x.

- Install Voice Log Translator on one of the following platforms:
 - Windows 95
 - Windows 98
 - Windows 2000
 - Windows Me
 - Windows NT
 - Windows XP



Note Download Voice Log Translator from the website listed previously. Although versions earlier than the current one (version 2.3.1) are listed on the website, you can download only the current one. Memory requirements for download are 128 MB.

- Install the Win32 Dynamic Linking Library for Visual Basic setup package with the following:
 - MSCOMCTL.OCX
 - RICHED32.DLL
 - VB6STKIT.DLL
- Know the location of the folder in which your trace-log message files reside.

Information About Voice Log Translator

Voice Log Translator enables you to display, sort, and filter lists of trace-log messages—and then display associated raw or translated message texts—to aid in troubleshooting.

This section contains the following information:

- [Capabilities, page 3](#)
- [User Interface, page 3](#)
- [Navigation, page 4](#)
- [Message Translations, page 5](#)

Capabilities

The following are examples of what you can do with Voice Log Translator:

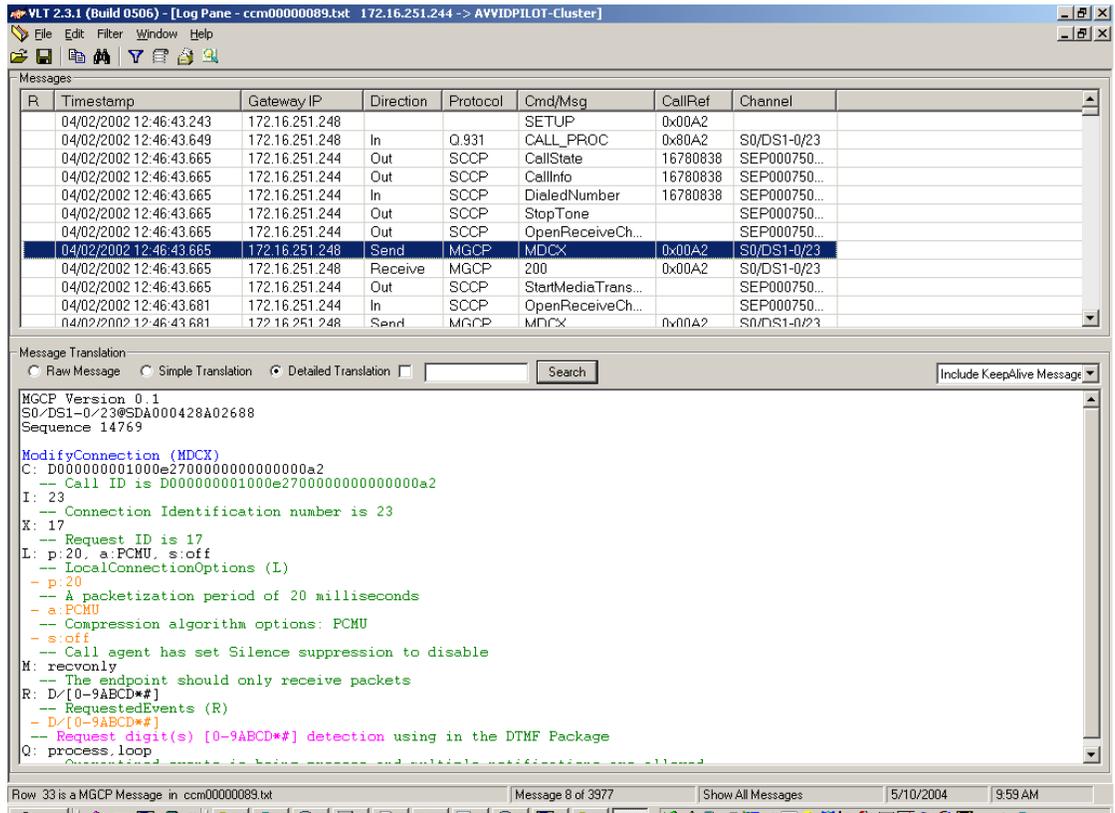
- Open trace-log files and display message lists and associated messages (see the [“Displaying a Message List” section on page 6](#)).
- Filter a trace-log message list so as to do the following (see the [“Filtering a Message List” section on page 8](#)):
 - Display or exclude keepalive messages.
 - Display messages for a particular call (as identified by its call reference) or for all calls involving a particular gateway IP, direction, protocol, command, message, or channel. For example, you can display all messages related to the T1 1/0:3 on gateway A.B.C.D.
 - Display messages for calls with criteria that you specify.
 - Display messages by call reference; for each message, show timestamp, protocol, calling number, and called number. For example, you can display all messages for a particular call leg (any protocol) or for the two legs (SCCP side and MGCP/Q.931 side) of a call.
 - Display messages for calls whose gateway IP, direction, protocol, command, message, call reference, or channel contain a particular text string.
- Do the following with the text of a trace-log message (see the [“Working with Message Text” section on page 11](#)):
 - Specify a level of translation.
 - Copy raw or translated message text to the clipboard for export to a text file.
 - Search for a specific text string in raw or translated message text across all messages.

User Interface

The Voice Log Translator user interface has a toolbar at the top and, below that, the following two display areas ([Figure 1](#)):

- Messages area—Displays a list of trace-log messages from one or more files.
- Message-translation area—Displays the raw or translated text of a highlighted message.

Figure 1 Voice Log Translator User Interface



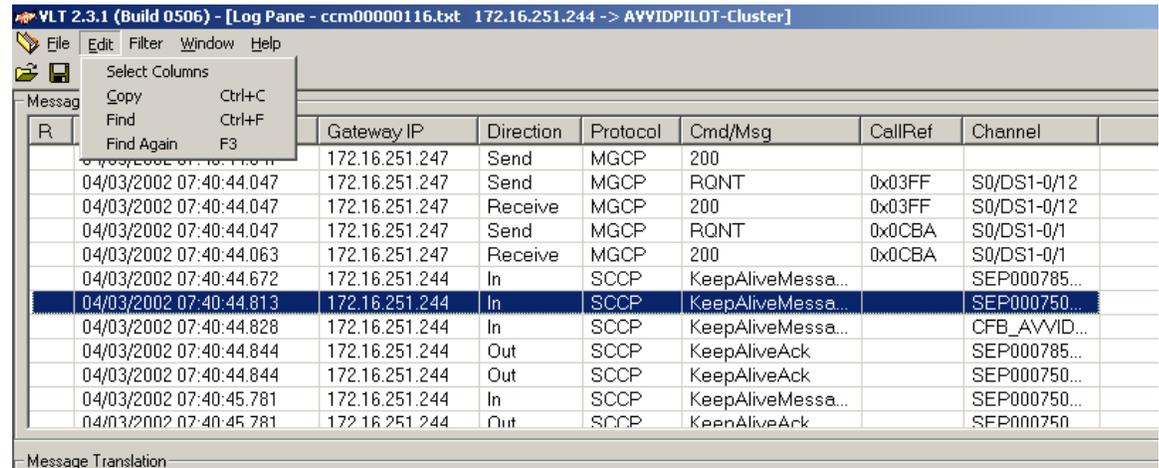
Navigation

You navigate the Voice Log Translator interface by means of the toolbar (Figure 2).

Figure 2 Voice Log Translator Navigation: Toolbar



The procedures that follow describe how to navigate using the toolbar top line. Clicking one of the displayed choices—**File**, **Edit**, **Filter**, **Window**, and **Help**—opens a successive display of new choices, which the procedure also specifies (Figure 3).

Figure 3 Voice Log Translator Navigation: Successive Display of Choices

Alternatively, you can navigate using icons on the toolbar bottom line. Icons for **Open**, **Save**, **Copy**, **Find**, **Customized Filter**, **List All CallRefs**, **Select Columns**, and **Open Folder** duplicate the choices offered in the successive display mentioned above for the top line.

For example, if you are instructed to click the sequence **File > Open Folder**, you can achieve the same result simply by clicking the **Open Folder** icon.

Message Translations

Voice Log Translator allows you to view message text at any of three translation levels, and to toggle among those levels:

- Raw message (Figure 4)
- Simple translation (Figure 5)
- Detailed translation (Figure 6)

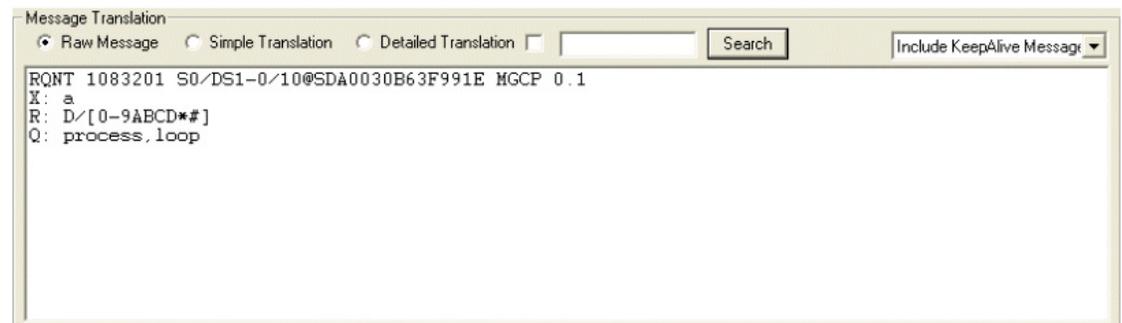
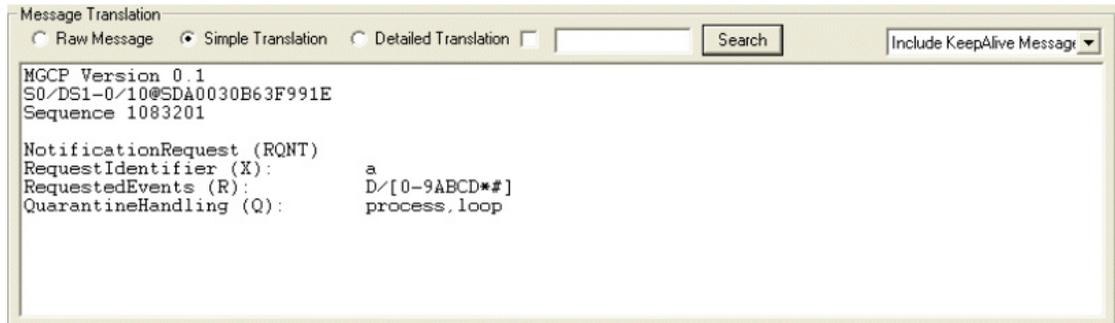
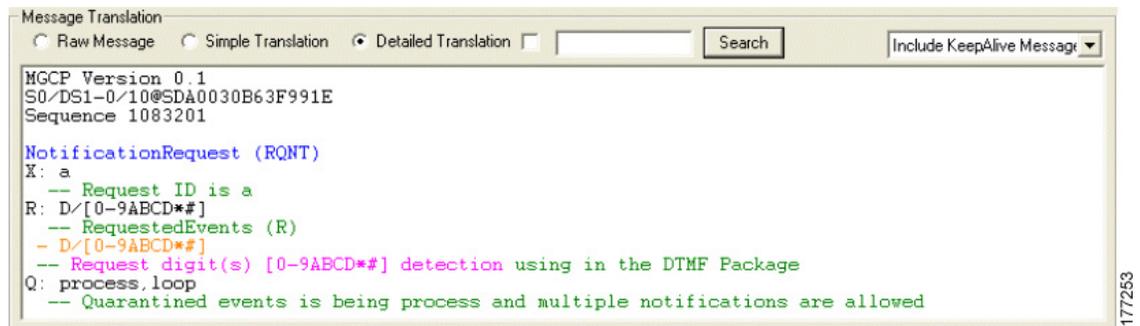
Figure 4 Voice Log Translator Raw Message

Figure 5 Voice Log Translator Simple Translation**Figure 6** Voice Log Translator Detailed Translation

How to Use Voice Log Translator to Work with Trace-Log Messages

This section contains the following information:

- [Displaying a Message List, page 6](#)
- [Filtering a Message List, page 8](#)
- [Working with Message Text, page 11](#)

Displaying a Message List



Tip

You can open trace-log files and display a list of messages in the following ways:

- Display a list of messages for a set of log files ([Step 2](#) below).
- Display a list of messages for an additional set of log files, in the same or a new pane ([Step 3](#) below).
- Edit the message-list display ([Step 4](#) below).

SUMMARY STEPS

1. Open Voice Log Translator
2. **File > Open Folder > Open > Yes/No**
3. **File > Appending Open > Open > Yes/No** or **File > New Log Pane > Open > Yes/No**
4. **Edit > Select Columns > OK**
5. Close files and exit Voice Log Translator

DETAILED STEPS

Step 1 Open Voice Log Translator.

Step 2 Open a set of log files as follows:

- a. Click **File > Open Folder**.



Note If the desired log-file folder does not automatically open and display a list of filenames, click **Browse**, locate the folder, and click **Search**. (On subsequent tool use, the last-used folder automatically opens.)

- b. Highlight one or more filenames (using <Ctrl> or <Shift> as needed) and click **Open**.
- c. If a prompt asks whether or not to sort files by timestamp, click **Yes** or **No**.



Note If you click No, the additional files simply append to the end of the previous ones. Be aware that sorting by timestamp might take some time: A single file typically takes just seconds but many large files can take a minute or more.

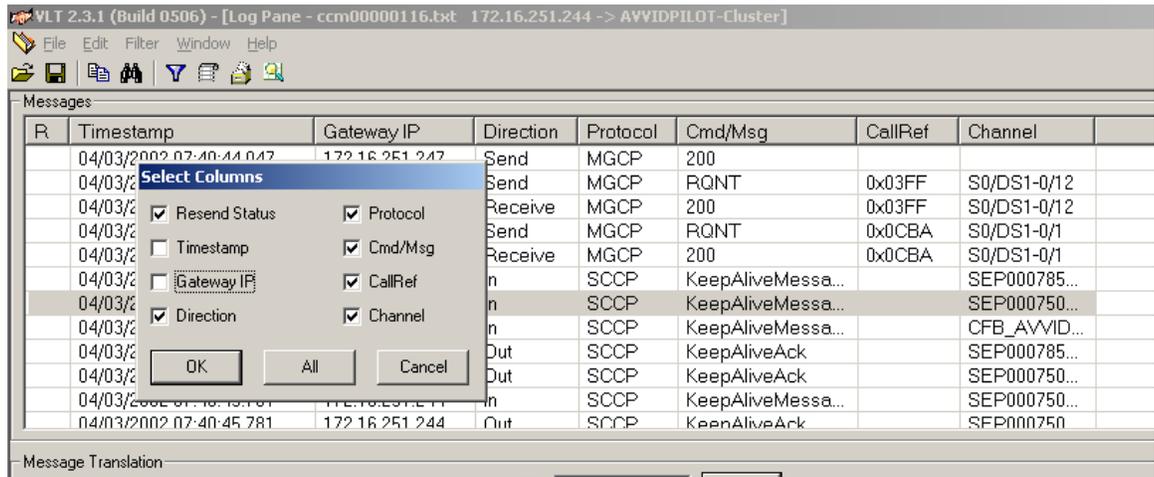
Step 3 Open an additional set of log files as follows:

- a. Do one of the following:
 - To open at the end of the existing open message-list pane, click **File > Appending Open**.
 - To open in a new message-list pane, click **File > New Log Pane**.
- b. Highlight one or more filenames and click **Open**.
- c. If a prompt asks whether or not to sort files by timestamp, click **Yes** or **No**.

Step 4 Edit the display appearance as follows:

- a. To adjust column widths for optimal viewing, click and move column separators.
- b. To display or hide columns, do the following:
 1. Click **Edit > Select Columns**. (Or click the **Select Columns** icon.)
 2. Check and uncheck columns as needed ([Figure 7](#)).
 3. Click **OK**.

Figure 7 Displaying or Hiding Columns



Step 5 When you are done, do the following:

- a. Close any active message-list panes by clicking **File > Close**.
- b. Exit Voice Log Translator by clicking **File > Exit**.

Filtering a Message List



Tip

You can filter a trace-log message list so as to do the following:

- Display or exclude keepalive messages ([Step 2](#) below).
- Display messages for a particular call (as identified by its call reference) or for all calls involving a particular gateway IP, direction, protocol, command, message, or channel ([Step 3](#) below).
- Display messages for calls with criteria that you specify—useful if you know the parameters and prefer to enter them directly instead of constructing filters by selecting messages on the messages window ([Step 4](#) below).
- Display messages by call reference ([Step 5](#) below):
 - For all calls, sorted by call reference
 - For one particular call (as identified by its call reference)
- Display messages for calls whose gateway IP, direction, protocol, command, message, call reference, or channel contain a particular text string ([Step 6](#) below).

SUMMARY STEPS

1. Display message list
2. **Include KeepAlive Message** or **Exclude KeepAlive Message**
3. **Filter > Log Filter > Selected** *column-heading*
4. **Filter > Log Filter > Customized Filter**
5. **Filter > Log Filter > List All CallRefs**; optionally, also **Apply**

6. **Search**
7. Close files and exit Voice Log Translator

DETAILED STEPS

- Step 1** Display the desired message list (see the “[Displaying a Message List](#)” section on page 6).
- Step 2** Specify whether or not to display keepalive messages by toggling between the following choices: **Include KeepAlive Message** and **Exclude KeepAlive Message**.
- Step 3** To filter so as to display messages for a particular call (as identified by its call reference) or for all calls involving a particular gateway IP, direction, protocol, command, message, or channel, do the following:
- a. Highlight a single message with the desired gateway IP, direction, protocol, command, message, call reference, or channel.
 - b. Click **Filter > Log Filter > Selected column-heading** (Figure 8). (Or just click the desired column heading.) The selected column heading displays in parentheses.
 - c. Repeat as needed to further filter by a second or subsequent column heading.



Note To disable the filter, unclick the column headings in parentheses.

Figure 8 *Displaying Only Those Messages for a Particular Gateway IP*

R	Timestamp	Direction	Protocol	Cmd/Msg	CallRef	Channel
4	04/03/2002 07:40:4...	In	SCCP	KeepAliveMessa...	SEP000785...	
4	04/03/2002 07:40:4...	In	SCCP	KeepAliveMessa...	SEP000750...	
4	04/03/2002 07:40:4...	In	SCCP	KeepAliveMessa...	CFB_AVVID...	
4	04/03/2002 07:40:4...	Out	SCCP	KeepAliveAck	SEP000785...	
4	04/03/2002 07:40:4...	Out	SCCP	KeepAliveAck	SEP000750...	
4	04/03/2002 07:40:4...	In	SCCP	KeepAliveMessa...	SEP000750...	
4	04/03/2002 07:40:4...	Out	SCCP	KeepAliveAck	SEP000750...	
4	04/03/2002 07:40:4...	In	SCCP	KeepAliveMessa...	SEP000785...	
4	04/03/2002 07:40:4...	Out	SCCP	KeepAliveAck	SEP000785...	
4	04/03/2002 07:40:5...	In	SCCP	KeepAliveMessa...	SEP000750...	
4	04/03/2002 07:40:50.156	Out	SCCP	KeepAliveAck	SEP000750...	172.16.251.244
4	04/03/2002 07:40:50.235	In	SCCP	KeepAliveMessa...	SEP000750...	172.16.251.244

- Step 4** To define your own customized filter—useful if you know the parameters and prefer to enter them directly instead of constructing filters by selecting messages on the messages window—do the following:

- a. Click **Filter > Log Filter > Customized Filter**. (Or click the **Customized Filter** icon.)
- b. Check and uncheck the displayed conditions as needed and assign a value for each condition.
- c. Click **Run**.



Note To clear all filters, click **Clear**. To reload the current filter, click **Current**.

Step 5 To filter so as to display messages by call reference, do the following:

a. Click **Filter > Log Filter > List All CallRefs**.

A new message list displays all messages, sorted by protocol and call reference. It also shows associated calling party and called party.

b. To further filter so as to display messages for just a single call (as identified by its call reference), do the following:

1. From the new message list, highlight a message with the desired call reference.
2. Click **Apply**.

The message list redisplay with only those messages for that call reference.



Note This option is equivalent to [Step 3](#) above if you click **Filter > Log Filter > Selected CallRef**.

Step 6 To filter so as to display only those messages for calls whose gateway IP, protocol, command, message, call reference, or channel contains a particular text string, do the following:

a. In the Message Translation area, check the small check box and type the desired text string.

b. Click **Search** ([Figure 9](#)).



Note To clear the filter and restore the full list of messages, uncheck the check box.

Figure 9 *Displaying a List of Messages That Contain a Particular Text String*

The screenshot shows the VLT 2.3.1 interface with a menu bar (File, Edit, Filter, Window, Help) and a toolbar. The main window displays a list of messages with columns: R, Timestamp, (Gateway IP), Direction, Protocol, Cmd/Msg, CallRef, and Channel. The messages are filtered to show only those containing the text 'in' in the CallRef field. Below the list, the Message Translation section is visible, showing radio buttons for Raw Message, Simple Translation, and Detailed Translation, and a search box containing 'in' with a Search button. The message content below the search box is: 'TcpHandle(TCPPid) = 0x56a890c', 'Device Name = SEP000750D543C0', and 'KeepAliveMessage'.

R	Timestamp	(Gateway IP)	Direction	Protocol	Cmd/Msg	CallRef	Channel
	04/03/2002 07:40:44.672	172.16.251.244	In	SCCP	KeepAliveMessa...		SEP000785...
	04/03/2002 07:40:44.813	172.16.251.244	In	SCCP	KeepAliveMessa...		SEP000750...
	04/03/2002 07:40:44.828	172.16.251.244	In	SCCP	KeepAliveMessa...		CFB_AWVID...
	04/03/2002 07:40:45.781	172.16.251.244	In	SCCP	KeepAliveMessa...		SEP000750...
	04/03/2002 07:40:47.047	172.16.251.244	In	SCCP	KeepAliveMessa...		SEP000785...
	04/03/2002 07:40:50.156	172.16.251.244	In	SCCP	KeepAliveMessa...		SEP000750...
	04/03/2002 07:40:50.235	172.16.251.244	In	SCCP	KeepAliveMessa...		SEP000750...
	04/03/2002 07:40:52.610	172.16.251.244	In	SCCP	KeepAliveMessa...		SEP000750...
	04/03/2002 07:40:53.063	172.16.251.244	In	SCCP	KeepAliveMessa...		CFB000428...
	04/03/2002 07:40:53.813	172.16.251.244	In	SCCP	KeepAliveMessa...		MOH_172.1...
	04/03/2002 07:40:54.078	172.16.251.244	In	SCCP	KeepAliveMessa...		CFB000428...
	04/03/2002 07:40:56.203	172.16.251.244	In	SCCP	KeepAliveMessa...		MTP000428...

Message Translation
 Raw Message Simple Translation Detailed Translation in

TcpHandle(TCPPid) = 0x56a890c
 Device Name = SEP000750D543C0
 KeepAliveMessage

- Step 7** When you are done, do the following:
- Close any active message-list panes by clicking **File > Close**.
 - Exit Voice Log Translator by clicking **File > Exit**.
-

Working with Message Text



Tip

You can do the following with the text of a trace-log message:

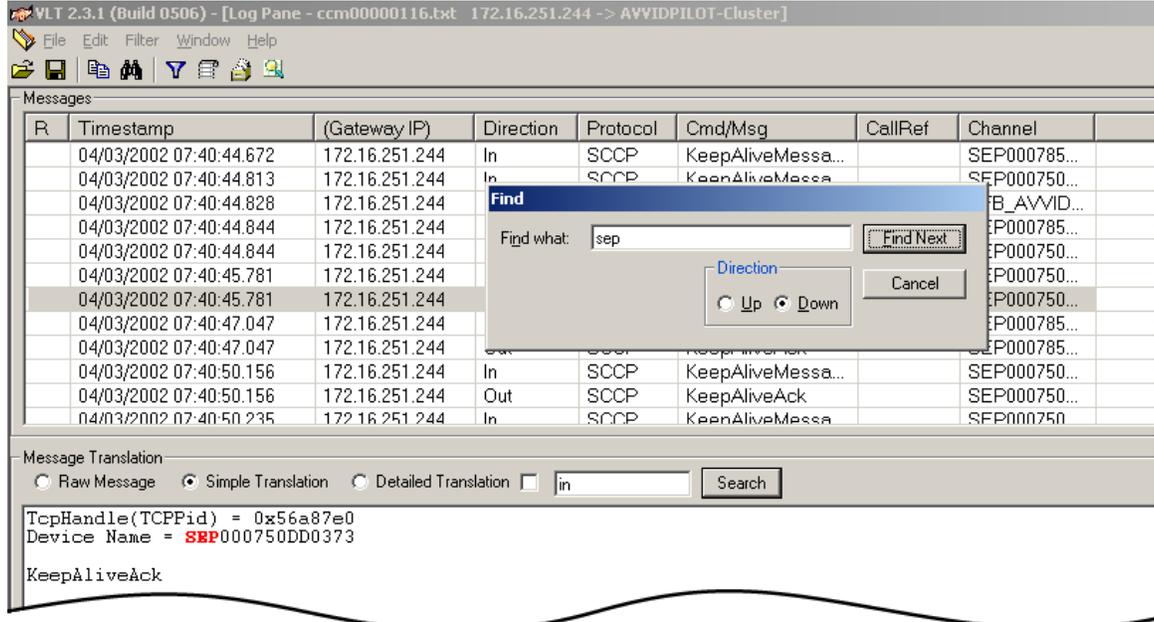
- Specify a level of translation ([Step 2](#) below).
 - Copy message text to the clipboard ([Step 3](#) below).
 - Search for a specific message-text string ([Step 4](#) below).
-

SUMMARY STEPS

- Display message list
- Raw Message, Simple Translation, or Detailed Translation**
- Edit > Copy**
- Edit > Find**
- Close files and exit Voice Log Translator

DETAILED STEPS

-
- Step 1** Display the desired message list (see the [“Displaying a Message List”](#) section on page 6).
- Step 2** Specify a level of translation by toggling among the following choices: **Raw Message, Simple Translation, and Detailed Translation** (see samples of each in the [“Message Translations”](#) section on page 5).
- Step 3** To copy a raw or translated message to the clipboard, do the following:
- Click **Edit > Copy**. (Or click the **Copy** icon.)
 - Highlight the text that you want to copy.
 - Right-click and, on the popup menu, click **Copy**.
- Step 4** To search for a specific text string in all of the messages listed in a pane, do the following:
- Click **Edit > Find**. (Or click the **Find** icon.)
 - Type a text string.
 - Click **Up** or **Down**.
 - Click **Find Next** ([Figure 10](#)). Text-string matches display in red.
 - Repeat as needed to find additional instances.

Figure 10 Searching for a Specific Text String

- Step 5** When you are done, do the following:
- Close any active message-list panes by clicking **File > Close**.
 - Exit Voice Log Translator by clicking **File > Exit**.

Troubleshooting

Symptom A message displays suggesting that your log files are unsupported. The pane closes.

Possible Cause You are running an older, unsupported version of Cisco CallManager.

Recommended Action Upgrade (or downgrade) Cisco CallManager to a supported version. (See the [“Prerequisites for Voice Log Translator”](#) section on page 2.)

Symptom A message similar to the following displays:

```
Run-time error '339': Component 'comdlg32.ocx' or one of its dependencies not
correctly registered: a file is missing or invalid.
```

Possible Cause The Voice Log Translator executable (.exe) file and two required .ocx files are missing or not in the same folder. You may have tried to start Voice Log Translator directly from the WinZip folder.

Recommended Action Unzip all three files into the same folder.

Symptom You can display raw but not simple-translation or detailed-translation messages.

Possible Cause The messages or their protocols are unsupported.

Recommended Action None.

Symptom The displayed message list shows only those calls at the beginning or end of a call flow.

Possible Cause Calls in the call flow span multiple log files.

Recommended Action Display the first log file in the call flow. Then append subsequent log files. (See the “[Displaying a Message List](#)” section on page 6.)

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

- You can access the most current Cisco documentation at <http://www.cisco.com/univercd/home/home.htm>
- You can access the Cisco website at <http://www.cisco.com>
- You can access international Cisco websites at http://www.cisco.com/public/countries_languages.shtml

Ordering Documentation

You can find instructions for ordering documentation at http://www.cisco.com/univercd/cc/td/doc/es_inpck/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool at <http://www.cisco.com/en/US/partner/ordering/index.shtml>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can send comments about technical documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on [Cisco.com](http://www.cisco.com) features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

Cisco Technical Support Website

The Cisco Technical Support Website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, 365 days a year at <http://www.cisco.com/techsupport>.

Access to all tools on the Cisco Technical Support Website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at <http://tools.cisco.com/RPF/register/register.do>.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool automatically provides recommended solutions. If your issue is not resolved using the recommended resources, your service request will be assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at <http://www.cisco.com/techsupport/servicerequest>.

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)
EMEA: +32 2 704 55 55
USA: 1 800 553 2447

For a complete list of Cisco TAC contacts, go to <http://www.cisco.com/techsupport/contacts>.

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

- Severity 1 (S1)—Your network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.
- Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.
- Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.
- Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Visit Cisco Marketplace, the company store, at <http://www.cisco.com/go/marketplace/>.
- The Cisco *Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at <http://cisco.com/univercd/cc/td/doc/pcat/>.
- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at <http://www.ciscopress.com>.
- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at <http://www.cisco.com/packet>.
- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at <http://www.cisco.com/go/iqmagazine>.
- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at <http://www.cisco.com/ipj>.
- World-class networking training is available from Cisco. You can view current offerings at <http://www.cisco.com/en/US/learning/index.html>.

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