



Troubleshooting

The following table lists troubleshooting techniques for Cisco VLT.

Table 1: Troubleshooting Cisco VLT

Symptom	Possible Cause	Recommended Action
Cisco VLT on a Windows 2000 Server platform cannot be launched using a remote desktop tool	Some Cisco VLT system environment variables are not activated during the same windows-terminal service session when Cisco VLT is installed on a Windows 2000 Server platform	Log off and log on again to activate the environment variables
You can display raw messages but not simple-translation or detailed-translation messages	The messages or their protocols are unsupported	None
A list of messages shows only those calls at the beginning or end of a call flow	Calls in the call flow span multiple log files	Display the first log file in the call flow then append subsequent log files (See the Displaying a List of Trace Log Messages)
The display does not list all possible call criteria	Cisco VLT displays only information that is available and appropriate for the protocol and message type. For example, Cisco VLT does not display CallRef information for SCCP Keepalive messages because those messages do not contain such information	None
The display shows odd characters	The Windows platform may not be set to run the English version	Install English Windows and set the locale to English

