使用Call Manager即時監控工具(RTMT)監控 Cisco IP電話

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簡介

本文檔將向您介紹如何從RTMT檢查電話的資訊,如電話的Active和Inactive載入名稱、電話號碼、 型號、登入使用者ID和其他資訊。

必要條件

需求

本文件沒有特定需求。

採用元件

本檔案中的資訊是根據以下軟體版本:

- CUCM版本:11.0
- RTMT版本:11.0
- Windows 10作業系統

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除(預設))的組態來啟動。如果您的網路正在作用,請確保您已瞭解任何指令可能造成的影響。

背景資訊

本文檔可幫助管理員瞭解電話使用的韌體,或者如果管理員希望瞭解電話是否升級到最新韌體,或 者如果升級失敗/成功,是否希望瞭解電話狀態。此外,如果他們希望瞭解升級或重大更改後的電話 註冊狀態。

程式

1. 登入RTMT(按一下文檔獲取安裝幫助)<u>Cisco Unified Real-Time Monitoring Tool</u> <u>Administration Guide,Release 10.0(1)</u>

2. 導航到Voice/Video > Device > Device Search > Open Device Search > Phone。

<u>F</u> ile <u>S</u> ystem	Voice/Video AnalysisManage	IIM and Presence	Edit Window Applica	ation He <u>l</u> p					
Real Time	Voice and Video <u>S</u> ummary	Unified Communication							
Gueter	Call Process								
System	Device	<u>D</u> evice Summary							
System Summ	Service	<u>Device Search</u>	Open Device Search •	Phone					
- 🥁 Syster		Phone Summary	App Info	Gateway Devices					
Server	Report		Port/ <u>C</u> hannel Status	H323 Devices					
CPU a	Intercompany Media Services		Properties	CIT Devices					
Proces	IS		<u>O</u> pen	Voice Mail Devices					
🛛 – 🥩 Disk U	sage			Media Resources					
Critical	I Services			Hunt List					
Performance				SIP Trunk					
- 👬 Perforr	mance								
Perform	mance Log Viewer								
Tools									
Alert Ce	entral								
🛛 – 赶 Trace i	& Log Central								
- 🔊 Job St	atus								
- SvsLo	a Viewer								
Audite	Jg viewei								
Voice/Video									

3. 根據註冊狀態選擇要監控的電話,然後按一下**下一步**。

System	Device Search		×
Voice/Video	Cucm10pub		
Voice Video Voice and Video Summary Voice and Video Summary CaliProcess Cali Activity CaliProcess Cali Activity SiP Activity SiP Activity SiP Activity SiP Activity Cali A	Cucm10pub - DPhone - Gateway Devices - H323 Devices - OTh Devices - Voice Mail Devices - Media Resources - Hunt List - SIP Trunk	Select Phone to monitor X Select Device with Status: Registered Inregistered Any CallManager ▼ Partial Registered Any CallManager ▼ Rejected Any CallManager ▼ Any Status Any CallManager ▼ O Device only Configured in Database. <	
CTI Manager			
Report			

4. 接下來,根據電話韌體下載狀態選擇電話。例如,為了獲得電話清單,顯示哪個韌體下載狀態
 失敗等。按一下下一步繼續。

Real Time Monitoring Tool For Cisco Unified Communications Solutions								
System	Device Search	D						
System Voice Video Voice and Video Summary	Device Search ucm10pub Phone Gateway Devices H323 Devices CTI Devices Voice Mail Devices Media Resources Hunt List SIP Trunk	Select Phone to monitor X Select Device with Download Status: Any Status Successful Downloading Failed Kext Finish Cancel						
CTI CTI CTI Manager CTI Search Report								

5. 按電話協定並根據裝置型號選擇電話。例如,如果要監控7975型號的SIP電話。選擇該選項並 按一下**下一步**繼續。

6. 選擇以MAC開頭的電話或以數字開頭的電話或以IP地址範圍開頭的電話。例如,電話MAC以 SEP0A6BE993*或數字646471*或IP範圍10.1.1.*開頭,然後按一下**下一步**繼續。

System	Device Search	
Voice/Video	cucm10pub	
Voice Video Voice and Video Summary Voice and Video Summary CallProcess Call Activity CallProcess Call Activity CallProcess Call Activity CallProcess Call Activity CallProcess Called Party Tracing Device Called Party Tracing Device Search Device Search Device Search Cisco TFTP Heartbeat Database Summary CTI CTI CTI Manager CTI CTI Search Report Leamed Pattern	Contropub Contropub Control Contro Control Control Control Control	Select Phone to monitor × Search with Name: • • Any Name/Address • • Directory Number (e.g. 200°) • • Device Name (e.g. SEP123°) • • Device Description (e.g. Auto*) • • IP Address (e.g. 172.20.12.*) • • IP Subnet IP • IPV6 Address (e.g.xxxxxxxxx*) • < Back Next > Finish

7. 現在,您可以選擇想要顯示的欄位,例如電話MAC地址、電話活動負載、非活動負載、電話號 碼等。

System	Device Search			X
5)500	Cucm10pub			
Voice/Video	Phone			
Voice and Video Summary	Gateway Devices			
Voice and Video Summary	H323 Devices			
CallProcess	CIT Devices			
Call Activity	- Media Resources			
Gateway Activity	Hunt List			
- Trunk Activity	- D SIP Trunk	Select Phone to monitor	*	
- 📕 SDL Queue	50000 C	Monitor following attributes:		
SIP Activity		✓ Name	✓ Status	
• Session Trace Log View		✓ Node	✓ DirNumber	
Real Time Data		✓ IpAddress	✓ Description	
Open from Local Disk		✓ Ipv6Address	✓ Model	
Called Party Tracing		✓ LoginUserId	✓ StatusReason	
Device		☑ TimeStamp	Protocol	
Device Summary		Activel oadId	Inactivel oadld	
- 👍 Device Search				
- 🧼 Phone Summary			DownloadGlatus	
Service	00000	DownloadFailureReason	DownloadServer	
Cisco TFTP		< Back Next >	Finish Cancel	
Heartbeat	64455			
Database Summary				
CTI	64455			
CTI Manager				
CTI Search	50000			
Report				
Learned Pattern				
1	20			

System	Device Search										×
Voice/Video	cucm10pub	Name	Status	Node	DirNum	. IpAddress	Model	LoginUs.	. Protocol	ActiveLoadId	InactiveLoadId
		SEP0026C	Registered	10.106.110	1019-Regi	10.106.110.46	Cisco 7960	N/A	SCCP	N/A	N/A
Voice and Video Summary	Gateway Devices	SEPB000B.	Unregistered	10.106.110	1019-UnR	10.106.110.52	Cisco 8861	user1	SIP	sip88xx.11-0-1ES-8	sip88xx.11-0-1-11
- 🔤 Voice and Video Summary	H323 Devices	SEPD0C28.	. Registered	10.106.110	1000-Regi	10.106.122.137	Cisco 9971	N/A	SIP	sip9971.9-4-2SR2-2	sip9971.9-4-2-13
CallProcess	CTI Devices	SEPE8BA7	Registered	10.106.110	1014-Regi	10.106.115.7	Cisco 9951	N/A	SIP	sip9951.9-4-2SR2-2	sip9951.9-4-2-13
- 🧼 Call Activity	Voice Mail Devices										
- 🚑 Gateway Activity	Hunt List										
- Trunk Activity	SIP Trunk										
- 📕 SDL Queue											
- 🥝 SIP Activity											
Session Trace Log View											
- 28 Real Time Data	000										
Open from Local Disk											
Called Party Tracing											
Device											
- 🚔 Device Summary											
- 💑 Device Search											
- Summary Phone Summary											
Service											
Cisco TFTP											
- 🅁 Heartbeat											
Database Summary											
CTI Managar											
CTI Saarab											
0 II Search											
Learned Pattern											
20000	200										

附註:目前,您只能選擇檢視資訊,沒有可以匯出資料的選項。