# Setting Up, Viewing, and Collecting Cisco IPCC Express Traces

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The Cisco IPCC Express Edition is a product suite platform that covers:

- IP Interactive Voice Response (IP–IVR)
- IP Integrated Contact Distribution (IP ICD)
- IP Queue Manager (IP-QM)
- IP AutoAttendant
- Extended Services

It is also known as Customer Response Solutions (CRS) and Customer Response Applications (CRA).

This document explains how to enable and collect traces for IPCC Express in preparation for troubleshooting problems with assistance from the Cisco Technical Assistance Center (TAC).

Refer to AVVID TAC Cases: Collecting Troubleshooting Information for additional information on which trace levels to enable to troubleshoot a particular problem.

# **Prerequisites**

#### **Requirements**

Cisco recommends that you have knowledge of this topic:

• Microsoft Windows 2000 Administration

#### **Components Used**

The information in this document is based on these software and hardware versions:

- Cisco IPCC Express Version 3.x
- Cisco Extended Services 2.x and 3.x
- Cisco Customer Response Application 2.x

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

Refer to Cisco Technical Tips Conventions for more information on document conventions.

# Set Up and Collect Traces for 2.x Environments

## **Enable Trace**

Complete these steps:

1. Open a browser.

Enter the URL for the Application Administration Page. For example:

http://10.10.10.1/appadmin

- 2. Log on to the administrator account.
- 3. Click Engine.

See Figure 1.

#### Figure 1 Application Administration: Engine

JTAPI	Setup the JTAPI subsystem for telephony applications.
<u>ICM</u>	Setup the ICM Subsystem and ICM VRU Scripts for telephony application:
Media	Setup the media subsystem.
Database	Setup the database subsystem. The database subsystem enables applications to access an enterprise database.
eMail	Setup eMail subsystem. Configure defaults to enable sending eMail.
Plug-ins	Provides links to Cisco CRA Administrator editor and reporting client installers.
Directory	Setup LDAP directory access. This specifies the access to the directory service, including the LDAP URL. All configuration data is stored using an LDAP directory service.
Engine	Configure engine parameters and monitor engine activity.
Generic Applications	Create and configure new generic applications.
HTTP Triggers	Create and configure new HTTP Subsystem Triggers.

4. Select **Trace Configuration** on the Engine Page.

See Figure 2.

inguic a ripplication rammistration. Trace configuration
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	pplication Administration	▶ Help	
States Configure Trace configuration Trace files Refresh Scripts Man Menu	Trace Configuration Trace File Trace File Output Filename: * CiscoMIVR		

**Note:** Trace Configuration requires you to define the filename prefix, extension, size, and number of files generated. Only make adjustments as instructed by your Cisco technical representative. The logs overwrite the oldest files based on the date and the time when the maximum number of files is reached.

5. Select all the checkboxes in the Alarm Tracing column on the Trace Configuration Page.

See Figure 3.

MIVR Main Menu DOCUMENT_STEPS ICM_STEPS IO ICM IO ICM
Main Menu DOCUMENT_STEPS Image: Constraints </td
ICM_STEPS
IO ICM
IO_STEPS
LIB_DIRECTORY
MESSAGING_STEPS
STEP_AA
STEP_ICD 🔽 🔽
WEB_STEPS

Figure 3 Inactive trace level options

- 6. Select all the necessary checkboxes in the Debugging column.
- 7. Click **Update** at the bottom of the page.

See Figure 3.

**Note:** Click the **Status** hyperlink on the Engine Page to restart the Engine in order to generate a new set of traces.

8. Click **Trace Files** to view the trace files.

Engine	Application	a Admini	stra	tion • Help
Status Configure Trace configuration	Trace Files	server are listed b	elow. Clic	ck on filename to download.
Trace files	Eile name	Date	Longth	
Kerresn Scripts	CiscoMIVR03.log	9/18/03 7:20 AM	374640	>
Main Menu	CiscoMIVR02.log	9/11/03 9:45 PM	29270	
	CiscoMIVR01.log	9/11/03 9:38 PM	45351	
	CiscoMIVR10.log	9/11/03 9:11 PM	33657	
	CiscoMIVR09.log	9/11/03 6:58 PM	29642	
	CiscoMIVR08.log	9/11/03 6:36 PM	30758	
	CiscoMIVR07.log	9/11/03 5:44 PM	741700	
	CiscoMIVR06.log	8/31/03 4:10 PM	121634	
	CiscoMIVR05.log	8/29/03 10:32 PM	29448	
	CiscoMIVR04.log	8/29/03 10:31 PM	44599	

#### Figure 4 Application Administration: Trace Files

Locate the file with the prefix and extension according to your settings in the Trace Configuration section.

- 9. Click on the file to view the log.
- 10. Right-click My Computer to collect the logs.
- 11. Select **Explore**.
- 12. Choose View > Details.
- 13. Locate the subdirectory c:\Program Files\wfavvid.

Locate files based on the Modified time and date.

# Set Up and Collect Traces for 3.x Environments

### **Enable Trace**

Complete these steps:

1. Open a browser.

Enter the URL for the Application Administration Page. For example:

http://10.1.1.1/AppAdmin

See Figure 5.

#### Figure 5 Cisco Application Administration



- 2. Log on to the administrator account.
- 3. Choose **System** > **Engine**.
- 4. Select Trace Configuration.

See Figure 6.

Figure 6	<b>Customer Response A</b>	<b>Applications</b>	Administration:	Trace C	Configuration
		-rr			88

System Applications Scripts Su	plications A	dministration	Cisco Systems
Engino			
Trace Co	ofiguration		
Engine Status Engine Configuration	inguration		
Trace Configuration Trace	File		
Trace Files Trace Fil	le Output	<b>N</b>	
File Nam	e*	CiscoMIVR	log
Number (	of Trace Files*	10	
Trace Fil	le Size*	1048576	
Alarm	Service		

**Note:** Trace Configuration requires you to define the filename prefix, extension, size, and number of files generated. Only make adjustments as instructed by your Cisco technical representative. The logs overwrite the oldest files based on the date and time when the maximum number of files is reached.

5. Click Restore Defaults on the Trace Configuration Page.

This resets all the checkboxes on the Alarm Tracing column.

See Figure 7.

Figure 7 Active Trace Level Options

Facility	Subfacility	Debugging	Alarm Tracine
MIVR			
	ADM		<b>S</b>
	APP_MGR		<b>v</b>
	CHANNEL_MGR		<b>S</b>
	CONTACT_MGR		<b>V</b>
	CONTACT_STEPS		<b>v</b>
	CRA_HRDM		4
	DOCUMENT_STEPS		<b>v</b>
	ENG		V
	GENERAL_STEPS		<b>N</b>
	GRAMMAR_MGR		A
	TOD OTT	1 E	

6. Select all the necessary boxes in the Debugging column against the necessary Subfacilities.

See Figure 7.

7. Click **Update** at the bottom of the page.

See Figure 8.

Figure	Q	Dohu	aging
riguit	υ	DUDU	gging

Facility	Subfacility	Debugging	Alarm Tracing
MIVR			
	DB_STEPS		V
	JAVA_STEPS		R
	LIB_DIRECTORY		V
	MESSAGING_STEPS		R
	STEP_CALL_CONTROL		R
	STEP_ENT_SRV		R
	STEP_GRAMMAR		R
	STEP_PROMPT		R
	STEP_SESSION		V
	STEP_SESSION_MGMT		V
	WEB_STEPS		ম

**Note:** Click the **Status** hyperlink on the Engine Page to restart the Engine in order to generate a new set of traces.

- 8. Click **Trace Files** to view the traces.
- 9. Locate the file with the prefix and extension according to the Trace Configuration settings.
- 10. Click on the file to view the log.
- 11. Right-click My Computer to collect the logs.
- 12. Select Explore.
- 13. Choose **View** > **Details**.
- 14. Go to the subdirectory c:\Program Files\wfavvid\log.
- 15. Locate the files based on the Modified time and date.

## **Related Information**

- Cisco IPCC Express Support Checklist
- Cisco IPCC Express Maintenance and Recovery Guide
- Set Up Cisco CallManager Traces for the TAC
- AVVID TAC Cases: Collecting Troubleshooting Information
- Technical Support & Documentation Cisco Systems

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