使用Call Manager实时监控工具(RTMT)监控思科 IP电话

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简介

本文档介绍如何检查电话信息,如电话的活动和非活动加载名称、目录号码、型号、登录用户ID和 RTMT中的其他信息。

先决条件

要求

本文档没有任何特定的要求。

使用的组件

本文档中的信息基于以下软件版本:

- CUCM版本:11.0
- RTMT版本:11.0
- Windows 10操作系统

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原 始(默认)配置。如果您使用的是真实网络,请确保您已经了解所有命令的潜在影响。

背景信息

本文档可帮助Whan管理员了解电话使用的固件,或管理员想知道电话是否升级到最新固件,或者 如果升级失败/成功,是否想了解电话状态。此外,如果他们希望在升级或重大更改后了解电话注册 状态。

步骤

1. 登录RTMT(单击文档获取安装帮助)《<u>Cisco Unified Real-Time Monitoring Tool</u> <u>Administration Guide, Release 10.0(1)》</u>

2. 导航至语音/视频>设备>设备搜索>打开设备搜索>电话。

Eil	le <u>S</u> ystem	Voice/Video AnalysisMana	ger IM and Presence	<u>E</u> dit <u>W</u> indow Appl <u>ic</u>	ation Help
F	Real Time	Voice and Video Summary	ons Solutions		
		Call Process			
	System	<u>D</u> evice	<u>D</u> evice Summary		
Sy	ystem Summ	Service	<u>D</u> evice Search	Open <u>D</u> evice Search	Phone
	- 👷 Syster	<u>C</u> II Benert	Phone Summary	App Info	Gateway Devices
Se	erver	Report Intercompany Modia Sorvic		Port/ <u>C</u> hannel Status	CTI Devices
		intercompany media servic			Voice Mail Devices
	Proces	55		Open	Media Resources
	- Sisk U	Jsage			Hunt List
Ľ	- 🔀 Critica	I Services			SIP Trunk
Pe	erformance				
	The renorm	mance			
	Perfori	mance Log viewer			
	- 🚺 Alert Ci	entral			
Trace & Log Central					
	- Job St	atus			
	- al Syst o	a Viewer			
		griewei			
		a a Miawar			
	AuditL	og viewer			
	VoiceMideo				

3. 根据注册状态选择要监控的电话,然后单击Next。

Real Time Monitoring Tool For Cisco Unified Communications Solutions										
System	Device Search		X							
Voice/Video	Cucm10pub									
Voice and Video Summary	Gateway Devices									
CallProcess	- CTI Devices									
Call Activity	- 🗋 Voice Mail Devices									
Gateway Activity	Media Resources Hunt List	The second secon								
- Trunk Activity	- 🗋 SIP Trunk	Select Phone to monitor X								
- 📕 SDL Queue		Select Device with Status:								
- SIP Activity		Registered Any CallManager								
Session Trace Log View		O Unregistered Any CallManager 💌								
Real Time Data		O Partial Registered Any CallManager 💌								
Open from Local Disk		○ Rejected Any CallManager ▼								
Called Party Tracing		🔿 Any Status 🛛 Any CallManager 🔻								
Device		O Device only Configured in Database.								
- 👍 Device Search										
- A Phone Summary										
Service										
Cisco TFTP		<pre><back next=""> Finish Cancel</back></pre>								
- 🎬 Heartbeat										
🗆 🛕 Database Summary										
CTI										
CTI Manager										
CTI Search										
Learned Pattern										

4. 接下来,根据电话固件下载状态选择电话。例如,要获取电话列表,固件下载状态失败等。单击"下一步"继续。

Real Time Monitoring Tool For Clisco Unified Communications Solutions									
System	Device Search		X						
Voice/Video	Cucm10pub								
Voice and Video Summary - Woice and Video Summary Call Process - Call Activity - Solution - Solutio - Solution - Solutio - Solution - Solution - Solutio	Gateway Devices H323 Devices CTI Devices Media Resources Hunt List SIP Trunk	Select Phone to monitor X Select Device with Download Status: • Any Status Successful • Downloading Failed • Failed • Eack Next> Finish Cancel							

5. 根据电话协议和设备型号选择电话。例如,如果要监控7975型号的SIP电话。选择选项,然后 单击"**下一步**"继续。

Real Time Monitoring Tool For Cisco Unified Communications Solutions									
System	Device Search	X							
Voice/Video Voice and Video Summary	cucm10pub Devices								
Sorre State	H323 Devices CTI Devices Voice Mail Devices Media Resources Hunt List SIP Trunk	Select Phone to monitor X Search By Device Model Protocol Any							
Casting Trace Log View Real Time Data Open from Local Disk Called Party Tracing Device Device Summary Device Search Phone Summary		Any Model Ascom IP-DECT Device Cisco 8811 Cisco 8811 Cisco 8841 Cisco 8845 Cisco 8851 Cisco 8851 Cisco 8851NR							
Service Cisco TFTP Heartbeat Database Summary CTI CTI Manager CTI Search Report Learned Pattern		Cisco 8861 Cisco 8865 Finish Cancel							

6. 选择电话以MAC开头或数字以数字开头或电话的IP地址范围。例如,电话MAC以 SEP0A6BE993*开头,或者以646471*或IP范围10.1.1.*开头,然后单击**Next**继续。

System 1	Device Search	X
Voice/Video	cucm10pub	
Voice Video Voice and Video Summary Solution Call Process Call Activity Stateway Activity Batase Summary Service Ctil Manager Batase Comparison Batase Summary Ctil Search	cuentOpub Phone Gateway Devices CTI Devices Voice Mail Devices Media Resources Hunt List SIP Trunk	Select Phone to monitor × Search with Name: • • Any Name/Address • • Directory Number (e.g. 200*) • • Device Name (e.g. SEP123*) • • Device Name (e.g. SEP123*) • • Device Description (e.g. Auto*) • • IP Address (e.g. 172.20.12.*) • • IPV6 Address (e.g. xxxxxxxxxxx*) •

7. 现在,您可以选择要显示的字段,如电话MAC地址、电话活动负载、非活动负载、电话号码等

0				
System	Device Search			X
Voice/Video	cucm10pub Phone Gateway Devices			
Voice and Video Summary	- 🗋 H323 Devices			
CallProcess	CTI Devices Orice Mail Devices Media Resources			
Gateway Activity	- 🖸 Hunt List	Select Phone to monitor	×	
Trunk Activity	SIP Trunk	Monitor following attributor:	0	
SDL Queue		In home	Lef Otetue	
- SIP Activity				
Session Trace Log View		Node	DirNumber	
Real Time Data		I IpAddress	✓ Description	
Open from Local Disk		✓ Ipv6Address	✓ Model	
Called Party Tracing		Z LoginUserId	✓ StatusReason	
- A Device Summary		Z TimeStamp	Protocol	
- Device Search		ActiveLoadId	InactiveLoadId	
Phone Summary		RequestedLoadId	DownloadStatus	
Service		DownloadFailureReason	DownloadServer	
Cisco TFTP		I Deals North	Tinith Council	
Heartbeat		< Back Next >	Finish Cancel	
Database Summary				
CTI CTI Manager				
CTI Search				
Learned Pattern				

System	Device Search											X
Voice/Video	cucm10pub	Name	Status	Node	DirNum	IpAddress	Model	LoginUs	Protocol	ActiveL	oadld	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.11-0-1	1ES-8 9	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	sip9971.9-4-2	SR2-2 8	sip9971.9-4-2-13
CallProcess	CTI Devices	SEPE8BA7	Registered	10.106.110	1014-Regi	10.106.115.7	Cisco 9951	N/A	SIP	sip9951.9-4-2	SR2-2 8	sip9951.9-4-2-13
- 🖄 Call Activity	Voice Mail Devices											
Gateway Activity	- D Media Resources											
Trunk Activity	SIP Trunk											
- E SDL Queue												
- SIP Activity												
Session Trace Log View												
– 🊵 Real Time Data												
Open from Local Disk												
Called Party Tracing												
Device												
- Cevice Summary												
Device Search												
Phone Summary												
Service												
- 🅁 Heartbeat												
A Database Summary												
CTI												
CTI Manager												
CTI Search												
Report												
Learned Pattern												

注意:此时,您只有查看信息的选项,并且没有导出数据的选项。