# UNFY

## OpenStage 15/20/30/40/60/80 TDM

## **Service Information- Trace Guide**

## Unify PH HQ GVS 1

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## **Table of contents**

2       REASON FOR THIS HOW-TO       4         3       TRACE SETTINGS       4         3.1       TRACE SETTINGS       4         3.2       EXAMPLES FOR TRACE SETTINGS       7         4       WEB BASED MANA GEMENT (WBM) ONLY OS_HI.       8         4.1       PRE-CONDITIONS       8         4.2       START THE WBM       8         4.3       A CTIVATE INTERNAL PHONE TRACES (EXAMPLE FOR STANDARD TRACE: CALL VIEW, COMMUNCATIONS AND CSTA SERVICES).       9         4.4       MAKE THE PHONE TRACE       10         4.5       READ OUT THE INTERNAL PHONE TRACES (EXAMPLE FOR STANDARD TRACE: CALL VIEW, COMMUNCATIONS AND CSTA SERVICES).       9         4.4       MAKE THE PHONE TRACE       10         4.5       DELETE OLD CORE DUMP (SET BY DEFAULT)       13         4.8       DOWNLOAD CORE DUMPS       15         5       OPENSCAPE 4000: PHONE EXCEPTION LOG OS_LO       17         7       OPENSCAPE 4000: PHONE TRACE OS_HI       19         7.1       CREATION OF TRACE CONFIGURATION TO THE PHONE       20         7.4       TRANSFER THE TRACE CONFIGURATION TO THE PHONE       20         7.4       TRANSFER THE TRACE CONFIGURATION TO THE PHONE       20         7.4       TRANSFER THE PHONE TRACE TO THE OPENSCAPE 4000       <	1	IM	IPORTANT INFORMATION	4
3.1       TRACE COMPONENT DESCRIPTION       4         3.2       EXAMPLES FOR TRACE SETTINGS       7         4       WEB BASED MANAGEMENT (WBM) ONLY OS_HI       8         4.1       PRE-CONDITIONS       8         4.1       PRE-CONDITIONS       8         4.2       START THE WBM       8         4.3       ACTIVATE INTERNAL PHONE TRACES (EXAMPLE FOR STANDARD TRACE: CALL VIEW, COMMUNICATIONS AND CST A SERVICES)       9         4.4       Make THE PHONE TRACE       10         4.5       READ OUT THE INTERNAL PHONE TRACES       11         4.6       DEACTIVATE THE PHONE TRACE       12         4.7       ACTIVATE THE PHONE TRACE       12         4.7       ACTIVATE THE PHONE TRACE       12         4.8       DOWINDAD CORE DUMP (SET BY DEFAULT)       13         4.8       DOWINDAD CORE DUMPS       15         5       OPENSCAPE 4000: PHONE EXCEPTION LOG OS_LO       17         7       OPENSCAPE 4000: PHONE TRACE OS_HI       19         7.1       CREATION OF TRACE CONFIGURATION TO THE PHONE       20         7.3       MAKE THE PHONE TRACE OS_HI       19         7.4       TRANSFER THE TRACE CONFIGURATION TO THE PHONE       20         7.5       DOWINLOAD THE TRACE CONFIGURATION	2	RE	EASON FOR THIS HOW-TO	4
3.2       EXAMPLES FOR TRACE SETTINGS       7         4       WEB BASED MANAGEMENT (WBM) ONLY OS_HI       8         4.1       PRE-CONDITIONS       8         4.2       START THE WBM       8         4.3       ACTIVATE INTERNAL PHONE TRACES (EXAMPLE FOR STANDARD TRACE: CALL VIEW, COMMUNICATIONS AND CSTA SERVICES)       9         4.4       Make THE PHONE TRACE       9         4.4       Make THE PHONE TRACE       10         4.5       READ OUT THE INTERNAL PHONE TRACES       11         4.6       DEACTIVATE THE PHONE TRACE       12         4.7       ACTIVATE CORE DUMP (SET BY DEFAULT)       13         4.8       DOWNLOAD CORE DUMPS       15         5       OPENSCAPE 4000: NECESSARY INFORMATION TO REPORT       16         6       OPENSCAPE 4000: PHONE TRACE OS_HI       19         7.1       CREATION OF TRACE CONFIGURATION TEMPLATE (EXAMPLE FOR STANDARD TRACE: CALL VIEW, COMMUNICATIONS ON CSTA SERVICES)       19         7.2       TRANSFER THE TRACE CONFIGURATION TO THE PHONE       19         7.2       TRANSFER THE RACE CONFIGURATION TO THE PHONE       20         7.4       TRANSFER THE RACE FROM THE OPENSCAPE 4000       21         7.5       DOWNLOAD THE TRACE FROM THE OPENSCAPE 4000       22         7.6 <t< th=""><th>3</th><th>TR</th><th>RACE SETTINGS</th><th> 4</th></t<>	3	TR	RACE SETTINGS	4
3.2       EXAMPLES FOR TRACE SETTINGS       7         4       WEB BASED MANAGEMENT (WBM) ONLY OS_HI       8         4.1       PRE-CONDITIONS       8         4.2       START THE WBM       8         4.3       ACTIVATE INTERNAL PHONE TRACES (EXAMPLE FOR STANDARD TRACE: CALL VIEW, COMMUNICATIONS AND CST A SERVICES).       9         4.4       Make THE PHONE TRACE       10         4.5       READ OUT THE INTERNAL PHONE TRACES       11         4.6       DEACTIVATE THE PHONE TRACE       12         4.7       ACTIVATE THE PHONE TRACE       13         4.8       DOWNLOAD CORE DUMP.       14         4.9       DELETE OLD CORE DUMPS       15         5       OPENSCAPE 4000: PHONE TRACE OS_HI.       17         7       OPENSCAPE 4000: PHONE TRACE OS_HI.       19         7.1       CREATION OF TRACE CONFIGURATION TO HEPLATE (EXAMPLE FOR STANDARD TRACE: CALL VIEW, COMMUNICATIONS ON CSTA SERVICES).       19         7.2       TRANSFER THE TRACE CONFIGURATION TO THE PHONE       20         7.4       TRANSFER THE TRACE CONFIGURATION TO THE PHONE       20         7.4       TRANSFER THE PHONE TRACE OS HIL       19         7.2       TRANSFER THE TRACE CONFIGURATION TO THE PHONE       20         7.5       DOWNLOAD THE TRACE F		31	TRACE COMPONENT DESCRIPTION	4
4.1       PRE-CONDITIONS       8         4.2       START THE WBM       8         4.3       ACTIVATE INTERNAL PHONE TRACES (EXAMPLE FOR STANDARD TRACE: CALL VIEW,       9         COMMUNICATIONS AND CSTA SERVICES)       9         4.4       MAKE THE PHONE TRACE       10         4.5       READ OUT THE INTERNAL PHONE TRACES       11         4.6       DEACTIVATE TIME PHONE TRACE       12         4.7       ACTIVATE CORE DUMP (SET BY DEFAULT)       13         4.8       DOWNLOAD CORE DUMP.       14         4.9       DELETE OLD CORE DUMP.       16         6       OPENSCAPE 4000: PHONE EXCEPTION LOG OS_LO       17         7       OPENSCAPE 4000: PHONE TRACE OS_HI       19         7.1       CREATION OF TRACE CONFIGURATION TEMPLATE (EXAMPLE FOR STANDARD TRACE: CALL VIEW, COMMUNICATIONS AND CSTA SERVICES).       19         7.2       TRANSFER THE PHONE TRACE CONFIGURATION TO THE PHONE       20         7.3       MAKE THE PHONE TRACE CONFIGURATION TO THE PORESCAPE 4000       21         7.5       DOWNLOAD THE TRACE CONTIGURATION TO THE PHONE       22         7.6       DEACTIVATE THE PHONE TRACE TO THE OPENSCAPE 4000       21         7.5       DOWNLOAD THE TRACE FOM THE OPENSCAPE 4000       21         7.6       DEACTIVATE				
4.1       PRE-CONDITIONS       8         4.2       START THE WBM       8         4.3       ACTIVATE INTERNAL PHONE TRACES (EXAMPLE FOR STANDARD TRACE: CALL VIEW,       0         COMMUNICATIONS AND CSTA SERVICES)       9         4.4       MAKE THE PHONE TRACE       10         4.5       READ OUT THE INTERNAL PHONE TRACES       11         4.6       DEACTIVATE TIRE PHONE TRACE       12         4.7       ACTIVATE CORE DUMP (SET BY DEFAULT)       13         4.8       DOWNLOAD CORE DUMP.       14         4.9       DELETE OLD CORE DUMP.       16         6       OPENSCAPE 4000: PHONE EXCEPTION LOG OS_LO       17         7       OPENSCAPE 4000: PHONE TRACE OS_HI       19         7.1       CREATION OF TRACE CONFIGURATION TEMPLATE (EXAMPLE FOR STANDARD TRACE: CALL VIEW, COMMUNICATIONS AND CSTA SERVICES)       19         7.2       TRANSFER THE PHONE TRACE CONFIGURATION TO THE PHONE       20         7.3       MAKE THE PHONE TRACE CONFIGURATION TO THE PORESCAPE 4000       21         7.5       DOWNLOAD THE TRACE CONTIGURATION TO THE PHONE ISSUES       23         8.1       HOWN TO ACE MESSAGES TO/FROM SINGLE ENDPOINTS       24         9       HIPATH 3000 / OPENSCAPE BUSINESS: NECESSARY INFORMATION TO REPORT      26         10 <th>4</th> <th>W</th> <th>EB BASED MANAGEMENT (WBM) ONLY OS HI</th> <th> 8</th>	4	W	EB BASED MANAGEMENT (WBM) ONLY OS HI	8
4.2       START THE WBM       8         4.3       ACTIVATE INTERNAL PHONE TRACES (EXAMPLE FOR STANDARD TRACE: CALL VIEW, COMMUNICATIONS AND CSTA SERVICES).       9         4.4       MAKE THE PHONE TRACE       10         4.5       READ OUT THE INTERNAL PHONE TRACES.       10         4.6       DEACTIVATE CORE DUMP (SET BY DEFAULT)       13         4.8       DOWNLOAD CORE DUMP.       14         4.9       DELETE OLD CORE DUMP (SET BY DEFAULT)       13         4.8       DOWNLOAD CORE DUMP.       14         4.9       DELETE OLD CORE DUMP (SET BY DEFAULT)       15         5       OPENSCAPE 4000: PHONE EXCEPTION LOG OS_LO       17         7       OPENSCAPE 4000: PHONE TRACE OS_HI.       19         7.1       CREATION OF TRACE CONFIGURATION TO THE PHONE       20         7.3       MAKE THE PHONE TRACE       20         7.4       TRANSFER THE TRACE CONFIGURATION TO THE PHONE       20         7.5       DOWNLOAD CAD SYSTEM TRACE TO THE OPENSCAPE 4000       21         7.5       DOWNLOAD THE TRACE FOR THACE PRESCAPE 4000       21         7.5       DOWNLOAD THE TRACE FOR THE OPENSCAPE 4000       22         7.6       DEACTIVATE THE PHONE TRACE       23         8       OPENSCAPE 4000: SYSTEM TRACE REGARDING PHONE I				
4.3       ACTIVATE INTERNAL PHONE TRACES (EXAMPLE FOR STANDARD TRACE: CALL VIEW,         COMMUNICATIONS AND CST A SERVICES)       9         4.4       MAKE THE PHONE TRACE       10         4.5       READ OUT THE INTERNAL PHONE TRACE       11         4.6       DEACTIVATE THE PHONE TRACE       12         4.7       ACTIVATE CORE DUMP (SET BY DEFAULT)       13         4.8       DOWNLOAD CORE DUMP (SET BY DEFAULT)       13         4.8       DOWNLOAD CORE DUMPS       15         5       OPENSCAPE 4000: PHONE EXCEPTION LOG OS_LO       17         7       OPENSCAPE 4000: PHONE TRACE OS_HI       19         7.1       CREATON OF TRACE CONFIGURATION TEMPLATE (EXAMPLE FOR STANDARD TRACE: CALL VIEW, COMMUNICATIONS AND CSTA SERVICES)       19         7.1       CREATION OF TRACE CONFIGURATION TO THE PHONE       20         7.3       MAKE THE PHONE TRACE       20         7.4       TRANSFER THE PHONE TRACE       20         7.5       DEMUSICAPE 4000: SYSTEM TRACE REGARDING PHONE ISSUES       23         8.1       HOW TO TRACE REGARDING PHONE ISSUES       23         8.1       HOW TO TRACE MESSAGES TO/FROM SINGLE ENDPOINTS       24         9       HIPATH 3000 / OPENSCAPE BUSINESS: NECESSARY INFORMATION TO REPORT       26         10				
COMMUNICATIONS AND CST A SERVICES)       9         4.4       MAKE THE PHONE TRACE       10         4.5       READ OUT THE INTERNAL PHONE TRACES       11         4.6       DEACTIVATE THE PHONE TRACE       12         4.7       ACTIVATE CORE DUMP (SET BY DEFAULT)       13         4.8       DOWNLOAD CORE DUMP       15         5       OPENSCAPE 4000: NECESSARY INFORMATION TO REPORT       16         6       OPENSCAPE 4000: PHONE EXCEPTION LOG OS_LO       17         7       OPENSCAPE 4000: PHONE TRACE OS_HI       19         7.1       CREATION OF TRACE CONFIGURATION TEMPLATE (EXAMPLE FOR STANDARD TRACE: CALL VIEW, COMMUNICATIONS AND CST A SERVICES)       19         7.2       TRANSFER THE TRACE CONFIGURATION TO THE PHONE       20         7.3       MAKE THE PHONE TRACE       20         7.4       TRANSFER THE PHONE TRACE CONFIGURATION TO THE PHONE       20         7.5       DOWNLOAD THE TRACE ROM THE OPENSCAPE 4000       21         7.5       DOWNLOAD THE TRACE ROM THE OPENSCAPE 4000       22         7.6       DEACTIVATE THE PHONE TRACE       23         8       OPENSCAPE 4000: SYSTEM TRACE REGARDING PHONE ISSUES       23         8.1       HOW TO TRACE MESSAGES TO/FROM SINGLE ENDPOINTS       24         9       HIPATH		4.3		
4.5       Read out the internal phone traces       11         4.6       Deactivate the phone trace       12         4.7       Activate core dump (set by DeFault)       13         4.8       DOWNLOAD CORE DUMP       14         4.9       Delete old core dumps       15         5       OPENSCAPE 4000: NECESSARY INFORMATION TO REPORT       16         6       OPENSCAPE 4000: PHONE EXCEPTION LOG OS_LO       17         7       OPENSCAPE 4000: PHONE TRACE OS_HI       19         7.1       Creation of trace configuration template (example for standard trace: Call view, Communications and CSTA SErvices)       19         7.2       Transfer the trace configuration to the phone       20         7.4       Transfer the phone trace       20         7.4       Transfer the phone trace to the OpenScape 4000       21         7.5       DOWNLOAD the trace from the OPENScape 4000       22         7.6       Deactivate the phone trace       23         8.1       How to trace messages to/from single endpoints       24         9       HIPATH 3000 / OPENSCAPE BUSINESS: NECESSARY INFORMATION TO REPORT       26         10       HIPATH 3000 / OPENSCAPE BUSINESS: PHONE EVENT (EXCEPTION) LOG OS_LO27       29         11.1       Activate phone trace       31		Соми		9
4.6       DEACTIVATE THE PHONE TRACE       12         4.7       ACTIVATE CORE DUMP (SET BY DEFAULT)       13         4.8       DOWNLOAD CORE DUMP.       14         4.9       DELETE OLD CORE DUMPS       15         5       OPENSCAPE 4000: PHONE EXCEPTION LOG OS_LO       17         7       OPENSCAPE 4000: PHONE TRACE OS_HI       19         7.1       CREATION OF TRACE CONFIGURATION TO HEPLATE (EXAMPLE FOR STANDARD TRACE: CALL VEW, COMMUNICATIONS AND CSTA SERVICES).       19         7.2       TRANSFER THE TRACE CONFIGURATION TO THE PHONE       20         7.3       MAKE THE PHONE TRACE       20         7.4       TRANSFER THE TRACE CONFIGURATION TO THE PHONE       20         7.5       DOWNLOAD THE TRACE FOOM THE OPENSCAPE 4000       21         7.5       DOWNLOAD THE TRACE FROM THE OPENSCAPE 4000       22         7.6       DEACTIVATE THE PHONE TRACE       23         8       OPENSCAPE 4000: SYSTEM TRACE REGARDING PHONE ISSUES       23         8.1       HOW TO TRACE MESSAGES TO/FROM SINGLE ENDPOINTS       24         9       HIPATH 3000 / OPENSCAPE BUSINESS: NECESSARY INFORMATION TO REPORT       26         10       HIPATH 3000 / OPENSCAPE BUSINESS: PHONE EVENT (EXCEPTION) LOG OS_LO27       21         11       HIPATH 3000 / OPENSCAPE BUSINESS: NECESS		4.4	MAKE THE PHONE TRACE	10
4.7       ACTIVATE CORE DUMP (SET BY DEFAULT)       13         4.8       DOWNLOAD CORE DUMP.       14         4.9       DELETE OLD CORE DUMPS       15         5       OPENSCAPE 4000: NECESSARY INFORMATION TO REPORT       16         6       OPENSCAPE 4000: PHONE EXCEPTION LOG OS_LO       17         7       OPENSCAPE 4000: PHONE TRACE OS_HI       19         7.1       CREATION OF TRACE CONFIGURATION TEMPLATE (EXAMPLE FOR STANDARD TRACE: CALL VIEW, COMMUNICATIONS AND CSTA SERVICES)       19         7.2       TRANSFER THE TRACE CONFIGURATION TO HE PHONE       20         7.3       MAKE THE PHONE TRACE       20         7.4       TRANSFER THE PHONE TRACE       20         7.4       TRANSFER THE PHONE TRACE       20         7.5       DOWNLOAD THE TRACE FROM THE OPENSCAPE 4000       21         7.5       DOWNLOAD THE TRACE FROM THE OPENSCAPE 4000       22         7.6       DEACTIVATE THE PHONE TRACE       23         8.1       HOW TO TRACE MESSAGES TO/FROM SINGLE ENDPOINTS       24         9       HIPATH 3000 / OPENSCAPE BUSINESS: NECESSARY INFORMATION TO REPORT       26         10       HIPATH 3000 / OPENSCAPE BUSINESS: PHONE EVENT (EXCEPTION) LOG OS_LO27       24         9       HIPATH 3000 / OPENSCAPE BUSINESS: NECESSARY INFORMATION TO REPORT		4.5		
4.8       DOWNLOAD CORE DUMP.       14         4.9       DELETE OLD CORE DUMPS.       15         5       OPENSCAPE 4000: NECESSARY INFORMATION TO REPORT.       16         6       OPENSCAPE 4000: PHONE EXCEPTION LOG OS_LO.       17         7       OPENSCAPE 4000: PHONE TRACE OS_HI.       19         7.1       CREATION OF TRACE CONFIGURATION TEMPLATE (EXAMPLE FOR STANDARD TRACE: CALL VIEW, COMMUNICATIONS AND CSTA SERVICES).       19         7.2       TRANSFER THE TRACE CONFIGURATION TO THE PHONE       20         7.3       MAKE THE PHONE TRACE       20         7.4       TRANSFER THE PHONE TRACE TO THE OPENSCAPE 4000       21         7.5       DOWNLOAD THE TRACE FROM THE OPENSCAPE 4000       21         7.5       DOWNLOAD THE TRACE FROM THE OPENSCAPE 4000       22         7.6       DEACTIVATE THE PHONE TRACE       23         8.1       HOW TO TRACE MESSAGES TO/FROM SINGLE ENDPOINTS       24         9       HIPATH 3000 / OPENSCAPE BUSINESS: NECESSARY INFORMATION TO REPORT       26         10       HIPATH 3000 / OPENSCAPE BUSINESS: PHONE EVENT (EXCEPTION) LOG OS_LO27       11         HIPATH 3000 / OPENSCAPE BUSINESS: NECESSARY INFORMATION TO REPORT       29         11.1       ACTIVATE PHONE TRACE       31         11.4       DEACTIVATE THE PHONE TRACE		4.6		
4.9       DELETE OLD CORE DUMPS       15         5       OPENSCAPE 4000: NECESSARY INFORMATION TO REPORT       16         6       OPENSCAPE 4000: PHONE EXCEPTION LOG OS_LO       17         7       OPENSCAPE 4000: PHONE TRACE OS_HI       19         7.1       CREATION OF TRACE CONFIGURATION TEMPLATE (EXAMPLE FOR STANDARD TRACE: CALL VIEW, COMMUNICATIONS AND CSTA SERVICES)       19         7.2       TRANSFER THE TRACE CONFIGURATION TO THE PHONE       20         7.3       MAKE THE PHONE TRACE CONFIGURATION TO THE PHONE       20         7.4       TRANSFER THE TRACE CONFIGURATION TO THE PHONE       20         7.5       DOWNLOAD THE TRACE TO THE OPENSCAPE 4000       21         7.5       DOWNLOAD THE TRACE FROM THE OPENSCAPE 4000       22         7.6       DEACTIVATE THE PHONE TRACE       23         8       OPENSCAPE 4000: SYSTEM TRACE REGARDING PHONE ISSUES       23         8.1       HOW TO TRACE MESSAGES TO/FROM SINGLE ENDPOINTS       24         9       HIPATH 3000 / OPENSCAPE BUSINESS: NECESSARY INFORMATION TO REPORT       26         10       HIPATH 3000 / OPENSCAPE BUSINESS (X3 X5 X8): PHONE TRACE OS_HI       29         11.1       ACTIVATE PHONE TRACE       31       31         1.3       DOWNLOAD PHONE TRACE       31       31		4.7		
5       OPENSCAPE 4000: NECESSARY INFORMATION TO REPORT       16         6       OPENSCAPE 4000: PHONE EXCEPTION LOG OS_LO       17         7       OPENSCAPE 4000: PHONE TRACE OS_HI       19         7.1       CREATION OF TRACE CONFIGURATION TEMPLATE (EXAMPLE FOR STANDARD TRACE: CALL VIEW, COMMUNICATIONS AND CSTA SERVICES)       19         7.2       TRANSFER THE TRACE CONFIGURATION TO THE PHONE       20         7.3       MAKE THE PHONE TRACE.       20         7.4       TRANSFER THE PHONE TRACE.       20         7.5       DOWNLOAD THE TRACE FOOM THE OPENSCAPE 4000       21         7.5       DOWNLOAD THE TRACE FROM THE OPENSCAPE 4000       22         7.6       DEACTIVATE THE PHONE TRACE.       23         8       OPENSCAPE 4000: SYSTEM TRACE REGARDING PHONE ISSUES       23         8.1       HOW TO TRACE MESSAGES TO/FROM SINGLE ENDPOINTS.       24         9       HIPATH 3000 / OPENSCAPE BUSINESS: NECESSARY INFORMATION TO REPORT       26         10       HIPATH 3000 / OPENSCAPE BUSINESS: NECESSARY INFORMATION TO REPORT       29         11.1       ACTIVATE PHONE TRACE (EXAMPLE FOR STANDARD TRACE OS_HI       29         11.1       ACTIVATE PHONE TRACE       21         12       MAKE THE PHONE TRACE       31         11.3       DOWNLOAD PHONE TRACE </th <th></th> <th></th> <th></th> <th></th>				
6       OPENSCAPE 4000: PHONE EXCEPTION LOG OS_LO       17         7       OPENSCAPE 4000: PHONE TRACE OS_HI       19         7.1       CREATION OF TRACE CONFIGURATION TEMPLATE (EXAMPLE FOR STANDARD TRACE: CALL VIEW, COMMUNICATIONS AND CSTA SERVICES)       19         7.2       TRANSFER THE TRACE CONFIGURATION TO THE PHONE       20         7.4       TRANSFER THE PHONE TRACE.       20         7.4       TRANSFER THE PHONE TRACE TO THE OPENSCAPE 4000       21         7.5       DOWNLOAD THE TRACE FROM THE OPENSCAPE 4000       22         7.6       DEACTIVATE THE PHONE TRACE       23         8       OPENSCAPE 4000: SYSTEM TRACE REGARDING PHONE ISSUES       23         8.1       HOW TO TRACE MESSAGES TO/FROM SINGLE ENDPOINTS       24         9       HIPATH 3000 / OPENSCAPE BUSINESS: NECESSARY INFORMATION TO REPORT       26         10       HIPATH 3000 / OPENSCAPE BUSINESS: NECESSARY INFORMATION TO REPORT       29         11.1       ACTIVATE PHONE TRACE (EXAMPLE FOR STANDARD TRACE: CALL VIEW, COMMUNICATIONS AND CSTA SERVICES)       29         11.1       ACTIVATE PHONE TRACE       31         11.3       DOWNLOAD PHONE TRACE       31         11.4       DEACTIVATE THE PHONE TRACE       32         12       MAKE THE PHONE TRACE       32         13.1 <t< th=""><th></th><th>4.9</th><th>DELETE OLD CORE DUMPS</th><th>15</th></t<>		4.9	DELETE OLD CORE DUMPS	15
7       OPENSCAPE 4000: PHONE TRACE OS_HI.       19         7.1       CREATION OF TRACE CONFIGURATION TEMPLATE (EXAMPLE FOR STANDARD TRACE: CALL VIEW, COMMUNICATIONS AND CSTA SERVICES).       19         7.2       TRANSFER THE TRACE CONFIGURATION TO THE PHONE       20         7.3       MAKE THE PHONE TRACE       20         7.4       TRANSFER THE PHONE TRACE TO THE OPENSCAPE 4000       21         7.5       DOWNLOAD THE TRACE FROM THE OPENSCAPE 4000       22         7.6       DEACTIVATE THE PHONE TRACE       23         8.1       HOW TO TRACE MESSAGES TO/FROM SINGLE ENDPOINTS       24         9       HIPATH 3000 / OPENSCAPE BUSINESS: NECESSARY INFORMATION TO REPORT       26         10       HIPATH 3000 / OPENSCAPE BUSINESS: PHONE EVENT (EXCEPTION) LOG OS_LO27       11         11       HIPATH 3000 / OPENSCAPE BUSINESS (X3 X5 X8): PHONE TRACE OS_HI       29         11.1       ACTIVATE PHONE TRACE       21         11.1       ACTIVATE PHONE TRACE       21         11.2       MAKE THE PHONE TRACE       21         11.3       DOWNLOAD HONE TRACE       31         11.4       DEACTIVATE THE PHONE TRACE       32         12       HIPATH 3000 / OPENSCAPE BUSINESS (X3 X5 X8): PHONE TRACE OS_HI       29         11.1       ACTIVATE PHONE TRACE	5	OF	PENSCAPE 4000: NECESSARY INFORMATION TO REPORT	16
7.1       CREATION OF TRACE CONFIGURATION TEMPLATE (EXAMPLE FOR STANDARD TRACE: CALL VIEW, COMMUNICATIONS AND CSTA SERVICES)	6	OF	PENSCAPE 4000: PHONE EXCEPTION LOG OS_LO	17
COMMUNICATIONS AND CSTA SERVICES)197.2TRANSFER THE TRACE CONFIGURATION TO THE PHONE207.3MAKE THE PHONE TRACE207.4TRANSFER THE PHONE TRACE TO THE OPENSCAPE 4000217.5DOWNLOAD THE TRACE FROM THE OPENSCAPE 4000227.6DEACTIVATE THE PHONE TRACE238OPENSCAPE 4000: SYSTEM TRACE REGARDING PHONE ISSUES238.1HOW TO TRACE MESSAGES TO/FROM SINGLE ENDPOINTS249HIPATH 3000 / OPENSCAPE BUSINESS: NECESSARY INFORMATION TO REPORT2610HIPATH 3000 / OPENSCAPE BUSINESS: PHONE EVENT (EXCEPTION) LOG OS_LO2711HIPATH 3000 / OPENSCAPE BUSINESS (X3 X5 X8): PHONE TRACE OS_HI2911.1ACTIVATE PHONE TRACE (EXAMPLE FOR STANDARD TRACE: CALL VIEW, COMMUNICATIONS AND CSTA SERVICES)2911.2MAKE THE PHONE TRACE.3111.3DOWNLOAD PHONE TRACE3111.4DEACTIVATE THE PHONE TRACE3212HIPATH 3000: SYSTEM TRACE REGARDING PHONE ISSUES3312.1ACTIVATE SYSTEM TRACE3312.1ACTIVATE SYSTEM TRACE3312.1ACTIVATE SYSTEM TRACE3312.2MAKE THE TRACE AND STOP TRACE3512.3DOWNLOAD SYSTEM TRACE35	7	OF	PENSCAPE 4000: PHONE TRACE OS_HI	19
COMMUNICATIONS AND CSTA SERVICES)197.2TRANSFER THE TRACE CONFIGURATION TO THE PHONE207.3MAKE THE PHONE TRACE207.4TRANSFER THE PHONE TRACE TO THE OPENSCAPE 4000217.5DOWNLOAD THE TRACE FROM THE OPENSCAPE 4000227.6DEACTIVATE THE PHONE TRACE238OPENSCAPE 4000: SYSTEM TRACE REGARDING PHONE ISSUES238.1HOW TO TRACE MESSAGES TO/FROM SINGLE ENDPOINTS249HIPATH 3000 / OPENSCAPE BUSINESS: NECESSARY INFORMATION TO REPORT2610HIPATH 3000 / OPENSCAPE BUSINESS: PHONE EVENT (EXCEPTION) LOG OS_LO2711HIPATH 3000 / OPENSCAPE BUSINESS (X3 X5 X8): PHONE TRACE OS_HI2911.1ACTIVATE PHONE TRACE (EXAMPLE FOR STANDARD TRACE: CALL VIEW, COMMUNICATIONS AND CSTA SERVICES)2911.2MAKE THE PHONE TRACE.3111.3DOWNLOAD PHONE TRACE3111.4DEACTIVATE THE PHONE TRACE3212HIPATH 3000: SYSTEM TRACE REGARDING PHONE ISSUES3312.1ACTIVATE SYSTEM TRACE3312.1ACTIVATE SYSTEM TRACE3312.1ACTIVATE SYSTEM TRACE3312.2MAKE THE TRACE AND STOP TRACE3512.3DOWNLOAD SYSTEM TRACE35		71	CREATION OF TRACE CONFIGURATION TEMPIATE (EXAMPLE FOR STANDARD TRACE: CALL	VIEW
7.2       TRANSFER THE TRACE CONFIGURATION TO THE PHONE       20         7.3       MAKE THE PHONE TRACE       20         7.4       TRANSFER THE PHONE TRACE TO THE OPENSCAPE 4000       21         7.5       DOWNLOAD THE TRACE FROM THE OPENSCAPE 4000       22         7.6       DEACTIVATE THE PHONE TRACE       23         8       OPENSCAPE 4000: SYSTEM TRACE REGARDING PHONE ISSUES       23         8.1       HOW TO TRACE MESSAGES TO/FROM SINGLE ENDPOINTS       24         9       HIPATH 3000 / OPENSCAPE BUSINESS: NECESSARY INFORMATION TO REPORT       26         10       HIPATH 3000 / OPENSCAPE BUSINESS: PHONE EVENT (EXCEPTION) LOG OS_LO27       29         11.1       ACTIVATE PHONE TRACE (EXAMPLE FOR STANDARD TRACE: CALL VIEW, COMMUNICATIONS AND CSTA SERVICES)       29         11.1       ACTIVATE PHONE TRACE       31         11.3       DOWNLOAD PHONE TRACE       31         11.4       DEACTIVATE THE PHONE TRACE       31         11.3       DOWNLOAD PHONE TRACE       33         12.1       ACTIVATE SYSTEM TRACE REGARDING PHONE ISSUES       33         12.1       ACTIVATE SYSTEM TRACE       33         12.1       ACTIVATE SYSTEM TRACE       33         12.1       ACTIVATE SYSTEM TRACE       33         12.2 <t< th=""><th></th><th>· • •</th><th></th><th></th></t<>		· • •		
7.3MAKE THE PHONE TRACE207.4TRANSFER THE PHONE TRACE TO THE OPENSCAPE 4000217.5DOWNLOAD THE TRACE FROM THE OPENSCAPE 4000227.6DEACTIVATE THE PHONE TRACE238OPENSCAPE 4000: SYSTEM TRACE REGARDING PHONE ISSUES238.1HOW TO TRACE MESSAGES TO/FROM SINGLE ENDPOINTS249HIPATH 3000 / OPENSCAPE BUSINESS: NECESSARY INFORMATION TO REPORT2610HIPATH 3000 / OPENSCAPE BUSINESS: PHONE EVENT (EXCEPTION) LOG OS_LO2711HIPATH 3000 / OPENSCAPE BUSINESS (X3 X5 X8): PHONE TRACE OS_HI2911.1ACTIVATE PHONE TRACE (EXAMPLE FOR STANDARD TRACE: CALL VIEW, COMMUNICATIONS AND CSTA SERVICES)2911.2MAKE THE PHONE TRACE3111.3DOWNLOAD PHONE TRACE3111.4DEACTIVATE THE PHONE TRACE3312.1ACTIVATE SYSTEM TRACE REGARDING PHONE ISSUES3312.1ACTIVATE SYSTEM TRACE3312.1ACTIVATE SYSTEM TRACE3312.3DOWNLOAD SYSTEM TRACE3512.3DOWNLOAD SYSTEM TRACE35			· ·	
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CSTA SERVICES)       29         11.2       MAKE THE PHONE TRACE       31         11.3       DOWNLOAD PHONE TRACE       31         11.4       DEACTIVATE THE PHONE TRACE       32         12       HIPATH 3000: SYSTEM TRACE REGARDING PHONE ISSUES       33         12.1       ACTIVATE SYSTEM TRACE       33         12.2       MAKE THE TRACE AND STOP TRACE       33         12.3       DOWNLOAD SYSTEM TRACE       33		11 1	ACTIVATE PHONE TRACE (EXAMPLE FOR STANDARD TRACE: CALL VIEW COMMUNICATIONS	AND
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12.2Make the trace and stop trace	12		HIPATH 3000: SYSTEM TRACE REGARDING PHONE ISSUES	33
12.2Make the trace and stop trace		12.1	ACTIVATE SYSTEM TRACE	33
12.3 DOWNLOAD SYSTEM TRACE				
12.4 DEACTIVATE SYSTEM TRACE				



13	<b>OPENSCAPE BUSINESS: SYSTEM TRACE REGARDING PHONE ISSUES</b>	
13.1	ACTIVATE SYSTEM TRACE	
	MAKE THE TRACE AND STOP TRACE	
13.3	DOWNLOAD SYSTEM TRACE	40
13.4	DEACTIVATE SYSTEM TRACE	40
14	OPTIMON UP0 TRACE	40

## **1** Important information

It is important to deactivate the trace settings manually at every phone again after downloading the trace. Otherwise the phone performance will be heavy negative influenced. Refer to chapter 4.6 (WBM) or 7.6 (OpenScape 4000 TSDM) or 11.4 (HiPath 3000 Manager E and OpenScape Business Manager E). At OpenStage TDM only the trace functions are supported in connection with the Web Based Management. To save much time, I would use always the WBM, instead of the systems to make a phone trace.

## 2 Reason for this How-To

The development needs nearly every time a phone trace to analyze a phone problem. The OpenStage 60/80 TDM, in the following called OS\_Hi, are able to trace internal processes that show the development what is going wrong. OpenStage 15/20/30/40, in the following called OS\_Lo, only write exception logs, which should be downloaded for any phone problems.

This How-To describes the steps at OS\_Hi for activating / reading out / deactivating those traces with OpenScape 4000, HiPath 3000, OpenScape Business and Web Based Management. For OS\_Lo and OS\_Hi it describes how to download the exception log.

With this How-To in hands the requester must only define which traces he needs for OS\_Hi. Sometimes it could be necessary that to make other traces, by order of the development.

## 3 Trace settings

### 3.1 Trace component description

The following trace components/points can be chosen for a phone trace.

#### Administration

This deals with the changing and setting of parameters within the phone database, from both the User and Admin menus

#### Application framework

All applications within the phone e.g. Call view, Call log or Phonebook are run within the application framework. It is responsible for the switching: between different applications and bringing them into and out of focus as appropriate.



#### Application Menu

This is where applications to be run on the phone can be started and stopped.

#### Bluetooth Service

This handles the <u>Bluetooth interactions</u> between external Bluetooth devices and the phone.

#### Call log

This deals with the Call log application which displays the call history of the phone.

#### Call view

This handles the representation of telephony calls on the phone screen.

#### **Communications**

This is involved in the passing of call related information and signaling to and from the CSTA service.

#### Component registrar

Irrelevant for OpenStage TDM.

#### CSTA service

Any CSTA messages, are handled by this service. CSTA messages are used within the phone by all services as a common call progression and control :protocol.

#### Data Access service

This service allows other services to access the data held within the phone database.

#### Desktop

The desktop service is responsible for the shared parts of the phone display. Primarily these are the status bar at the top of the screen and the FPK :labels.

#### **Digit Analysis service**

This analyses and modifies digit streams which are sent and received by the phone e.g. canonical conversion.

#### Directory service

This performs a look up service for data in the phonebook, trying to match incoming and outgoing numbers with entries in the phonebook.

#### Health service

This monitors other parts of the phone for diagnostic purposes and provides a logging interface for the other services in the phone.

#### Help

The help function is handled by this service.





#### **HFA Service Agent**

Irrelevant for OpenStage TDM.

#### Instrumentation service

This is used by the Husim phone tester to exchange data with the phone for remote control, testing and monitoring purposes.

#### Journal service

The Journal service is responsible for saving and retrieving call history information which is used by the Call log application.

#### Media control service

This service provides the control of media streams (voice, tones, ringing etc.) within the phone.

#### Media Processing service.

This is a layer of software between the media control service and the tone generation and voice engine services. It is also involved in switching of :audio devices such as the handset and loudspeaker.

#### **OBEX** service

This is involved with Bluetooth accesses to the phone

#### **Openstage Client Management**

This provides a means by which other services within the phone can interact with the database.

#### Phonebook

This is responsible for the phonebook application within the phone.

#### **Performance Marks**

Irrelevant for OpenStage TDM.

#### Password management service

This is used to verify passwords used in the phone.

#### Physical interface service

This handles any interactions with the phone via the keypad, mode keys, fixed feature buttons, clickwheel and slider.

#### Service framework

This is the environment within which other phone services operate. It is involved in the starting and stopping of services.

#### Service registry

This keeps a record of all services which are currently running inside the phone

#### Sidecar service

This handles interactions between the phone and any attached sidecars.

#### Tone generation

This service handles the generation of the tones and ringers on the phone

*Transport service* Irrelevant for OpenStage TDM.

#### vCard parser service

This trace is for sending/receiving vCards via the Bluetooth interface.

#### Voice engine service

This provides a switching mechanism for voice streams within the phone. It is also involved in <u>QDC</u>, <u>Music on Hold</u> and voice instrumentation.

Voice mail Irrelevant for OpenStage TDM.

*Web Server service* This provides the web access to the phone.

**USB Backup service** This is for the backup/restore feature via USB devices.

*Voice recognition* The Voice recognition service is for the voice dialing feature

#### **Clock Service**

Irrelevant for OpenStage TDM.

#### Please note:

For normal diagnostic operations these traces should never be enabled (If logging is enabled for these components, the phone becomes very slow):

- Service Framework
- Service Registry
- OpenStage client management

### 3.2 Examples for trace settings

- good default trace configuration
  - o Call view
  - CSTA service
  - o Communications
- Audio related issues (missing ringtone, internal tone)
  - Digit Analysis service
  - Media control service



- Media Processing service.
- Tone generation
- Call view
- Phonebook (name/number match)
  - CSTA service
  - Digit Analysis service
  - Directory service
  - o **Phonebook**
- Call log (wrong/missing call log entry's)
  - CSTA service
  - o Call log
  - Communications
  - Journal service

## 4 Web Based Management (WBM) only OS\_Hi

The phone trace and also the core file can be configured and downloaded with the WBM.

#### 4.1 **Pre-conditions**

A RNDIS driver, to be found on SWS under OpenStage Manager, must be installed on the PC. Run "RNDIS\_V2\_Rx.x.x\_Setup.exe" and follow the installer's instructions. Do not plug in the USB cable before the installer asks to do it. Do not change the USB port after installation, because the phone will only work on the USB port where the phone was plugged in during the RNDIS Driver installation. In default the phone IP is 192.168.200.1 and for the RNDIS network interface the default IP set by the RNDIS Wizard is 192.168.200.2. If you have changed the phone IP in the phone Admin menu you have to change the RNDIS network interface IP to the same range like the new phone IP.

### 4.2 Start the WBM

When the phone is connected via the USB cable to the PC, you can reach the WBM out of the Internet Explorer with the following link:

https://192.168.200.1/index.cmd?user=Admin

### 4.3 Activate internal phone traces (example for standard trace: Call view, Communications and CSTA Services)

- o Log-in to the WBM as administrator
- Select the Fault trace configuration menu under Diagnostics

Administrator Pages
Admin Login
Bluetooth
Network
System
Local functions
General information
Authentication
Diagnostics
Fault trace configuration
EasyTrace Profiles
Bluetooth Advanced Traces
Miscellaneous
Maintenance

- Set **File size** to 768000
- Set Trace timeout to 0 (disable trace timeout)
- o Check the box for Automatic clear before start

Faul	It trace configuration	
File size (Max 6290000 bytes)	Trace timeout (minutes)	Automatic clear Jefore start

- Set Call view, Communications, CSTA services and/or other necessary trace points to **DEBUG**
- Click the **Submit** Button

UN FY

Trace levels for components	\$					
Administration	OFF	~	Application framework	OFF	~	
Application menu	OFF	~	Bluetooth service	OFF	~	
Call Log	OFF	~	Call View	DEBUG	~	]
Communications	DEBUG	~	Component registrar	OFF	~	
CSTA service	DEBUG	~	Data Access service	OFF	~	
Desktop	OFF	~	Digit analysis service	OFF	~	
Directory service	OFF	~	Health service	OFF	~	
Help	OFF	~	HFA service agent	OFF	~	
Instrumentation service	OFF	~	Journal service	OFF	~	
Media control service	OFF	~	Media processing service	OFF	~	
OBEX service	OFF	~	OpenStage client management	OFF	~	
Phonebook	OFF	~	Performance Marks	OFF	~	
Password management service	OFF	~	Physical interface service	OFF	~	

### 4.4 Make the phone trace

Now, if the trace configuration is transferred to the phone, reproduce the scenario which should be traced at the phone. If the problem is reproduced, do not make any further user inputs at the phone because that would overwrite the traced problem.

## UNFY

## 4.5 Read out the internal phone traces

- Log-in to the WBM as administrator
- Select the Fault trace configuration menu under Diagnostic

Administrator Pages
Admin Login
Bluetooth
Network
System
Local functions
General information
Authentication
Diagnostics
Fault trace configuration
EasyTrace Profiles
Bluetooth Advanced Traces
Miscellaneous
Maintenance

Now it is possible to download 11 different trace files

- o Click on a trace file
- $\circ$  Save under... popup opens, save trace

Download trace file	Download saved trace file	Download upgrade trace file	Download old trace file	
Download syslog file	Download old syslog file	Download saved syslog file	<u>Download Database</u> <u>file</u>	
<u>Download upgrade</u> <u>error file</u>				
	Submit		Reset	

#### o trace file

The trace data according to the settings specified for the services.

 $\circ \quad \text{old trace file} \quad$ 

The trace file is stored only in RAM. When the trace file has reached its size limit, it will be saved as old trace file, and the current exception file is emptied for future messages.



#### • saved trace file

Normally, the trace file is saved only in the phone RAM. When the phone restarts in a controlled manner, the trace file will be saved in permanent memory

#### $\circ$ upgrade trace file

The trace log created during a software upgrade.

#### o upgrade error file

The error messages created during a software upgrade.

#### o syslog file

Contains system messages (eg. Dhcp requests,boot,network changes,ntpclient,kernel,LLDP)

#### $\circ$ old syslog file

The syslog file is only in RAM. When the syslog file has reached its size limit, it will be saved as old syslog file, and the current syslog file is emptied for future messages.

#### o saved syslog file

Normally, the trace file is saved only in the phone RAM. When the phone restarts in a controlled manner, the trace file will be saved in permanent memory

Database file
 Phone Database

### 4.6 Deactivate the phone trace

It is very important to deactivate the phone trace points manually, set all traces to OFF and transfer it to the phone. Otherwise the phone performance will be heavy negative influenced.

• Make all steps like at 4.3, but set all trace points to OFF



## 4.7 Activate core dump (set by default)

The core dump is important to see what is going wrong. Normally the phone automatically generates a core dump if the phone crash's.

- Log-in to the WBM as administrator
- Select the Core Dump menu under Miscellaneous

Administrator Pages
Admin Login
Bluetooth
Network
System
Local functions
General information
Authentication
Diagnostics
Fault trace configuration
EasyTrace Profiles
Bluetooth Advanced Traces
Miscellaneous
Memory information
Core Dump
Maintenance

- Activate the checkbox for "Enable core dump"
- o Press Submit







### 4.8 Download core dump

- o Log-in to the WBM as administrator
- Select the Core Dump menu under Miscellaneous

#### **Administrator Pages**

Admin Login Bluetooth Network System Local functions General information Authentication Diagnostics Fault trace configuration EasyTrace Profiles Bluetooth Advanced Traces Miscellaneous Memory information Core Dump Maintenance

• Click on relevant core dumps

• Save under... popup opens, save trace







### 4.9 Delete old core dumps

Delete all old, already downloaded core files to give phone memory free.

- Log-in to the WBM as administrator
- Select the Core Dump menu under Miscellaneous

Administrator Pages
Admin Login
Bluetooth
Network
System
Local functions
General information
Authentication
Diagnostics
Fault trace configuration
EasyTrace Profiles
Bluetooth Advanced Traces
Miscellaneous
Memory information
Core Dump
Maintenance

- Activate the checkbox for "Delete core dump"
- o Press Submit



## 5 OpenScape 4000: Necessary Information to report

Very important for the analysis of phone problems is to verify, whether expected messages from the system are send to the phone and backward. Very detailed description of the scenario will help to be able to reproduce the error, if possible.

List of helpful information:

- Number of effected endpoint
- Physical Line of effected endpoint
- OpenScape 4000 Up0-Traces from the effected line
- Phonetrace at the effected phone from event
- Time / Date of observed event
- detailed description of the event (other involved endpoints, number etc) e.g. who called whom, conference, transfer
- parts of regen, which may be important for the scenario



## 6 OpenScape 4000: Phone Exception Log OS\_Lo

The phone exception log from the phone you can download with the TSDM (TDM Software Deployment Manager) of the OpenScape 4000 Assistant under Software Management.

- o Open TSDM
- Open Manual & Scheduled
- Check the **Select** box for the phone (only one phone)
- Select Exception Log at Transfer
- Start Transfer
- o Enter a job name
- Select OK
- Wait until the Status progress changes from 100% to an empty field

	ection Groups Admin	istration				
Display @	Model All OpenStage T	DM 👻 C Group	none defined			
Device List		C Job	no jobs			
-Device List	1	1 -				
Select		Туре	PEN	Firmware		
	54101	OpenStage60	1-1-1-1	V2R0.43.240		
	54102	OpenStage60	1-1-1-2	V2R0.43.0		
	54103	OpenStage60	1-1-1-3	V2R0.31.0		
	54105	Up0 Extender	1-1-1-5U	V1R0.9.2		
	54105	OpenStage30	1-1-1-5	V2R0.2.0		
	54106	OpenStage60	1-1-1-6	V2R0.43.0		
	54107	OpenStage60	1-1-1-7	V2R0.43.240		
	54108	Up0 Extender	1-1-1-8U	V1R0.9.2		
	54108	OpenStage4 <sup>n</sup>	1.1.1.8	N3DU 3 U		
	54110	OpenStage2 Start	Transfer			
	54111	OpenStage2 plea	se enter a name for I	the job:		
	54115	OpenStage4		ano 1007		
	54116	OpenStage1 Job	Name1			
	54118	OpenStageS	Schedule reboot time	,		
	54119	OpenStage4				
	54138	OpenStage4		for a start start start		
	54202		se enter reboot time	(according to the sv		
	54204	OpenStageé (YY)	/y-mm-dd/hh:mm)			
		OpenStage6				

- Open Manage Files
- Select the tab **Exception Log**



- Mark the log file which should be downloaded
   Press **Download**

5 TSDM (TDM Softw	vare Deployment Manager)
Deployment Options	Firmware Customer Logo Exception Log Trace Trace Configuration
Manual & Scheduled	1-1-1-15 201007131558.10.log
Manage Jobs	1-1-2-4_201007131607.34.log
Inace	
Information	
	Download Delete
< >	

It belongs now to the browser settings if the exception log will be directly opened in an editor which you have to save or a save under... popup opens.

## 7 OpenScape 4000: Phone Trace OS\_Hi

The phone trace can be configured and downloaded with the TSDM (TDM Software Deployment Manager) of the OpenScape 4000 Assistant. Please note, that it is not possible to readout the actual activated trace configuration of the phone with TDSM. It needs much of time to make traces with TSDM, better use the WBM.

# 7.1 Creation of trace configuration template (example for standard trace: Call view, Communications and CSTA Services)

- o Open **TSDM**
- Open Trace
- Set **File size** to 768000
- o Set Trace timeout to 0 (disable trace timeout)
- Select the checkbox for Automatic clear before start
- Set Call view, Communications, CSTA services and/or other necessary trace points to **DEBUG**
- o Press Save
- o Enter a meaningful name for the template and select OK

oloyment Options			Ner	v configur	ation*		
Manual & Scheduled     Manage Jobs     Manage Files	File size (bytes) 768000	Trace time	eout (minutes)	e core du	mp 🗆 /	Automatic clear before start 🕗	
Trace			Trace le	vels for co	omponents	s	
-      Information	мррисацоптиени		Didecoout tel rice		-		
	Call Log		Call View		*		_
	Clock Service	OFF 💌	Communications	DEBUG	*		
	Component Registar	OFF 💌	CSTA Service	DEBUG		Save configuration as	×
	Data Access Service	OFF 💌	Desktop	OFF	*	Please enter a name for the configuration:	
	Digit Analysis service	OFF 💌	Directory Service	OFF	*	Standard	_
	Health Service	OFF *	Help	OFF	*	OK Cancel	
	HFA Messaging Service	OFF 💌	Data Transfer	OFF	*	OK Cartes	
	Instrumentation Service	OFF +	Java	OFF	*		
	Journal Service	OFF 👻	Media Control Service	OFF			
	Media Processing Service	OFF .	OBEX Service	OFF	*		
	OpenStage Client Management	OFF *	Phonebook	OFF	*		
	POT Service	OFF V	Password Management Service	OFF	*		
	Physical Interface Service	OFF V	Service framework	OFF	*		
	Service Registry	OFF V	Sidecar Service	OFF	-		
	Tone Generation Service		Transport Service	OFF	-		
	Vcard Parser Service	OFF V	Voice Engine Service	OFF	-		
	Voice Mail		Backup Service		-		_
					_		<u> </u>
4 >	Clear					Save	Save As

## 7.2 Transfer the trace configuration to the phone

- o Open **TSDM**
- o Open Manual & Scheduled
- Select the checkbox **Select** for the phone (only one phone)
- Select Trace Configuration at Transfer
- Select the trace configuration template file (see 5.1) at Source
- Start Transfer
- o Enter a job name
- Select ÓK
- Wait until the Status progress changes from 100% to an empty field

ed		istration					
Display ( M	Iodel All OpenStage T	C Group	none defined		( <b>T</b>		
		C Job	no jobs		Ψ.		
Device List							
Select	Subscriber -	Type	PEN	Firmware	Snapshot	Master/Slave	Status
	54101	OpenStage60	1-1-1-1	V2R0.43.240	ide		
	54102	OpenStage60	1-1-1-2	V2R0.43.0	posAck		
	54103	OpenStage60	1-1-1-3	V2R0.31.0	de		
	54105	Up0 Extender	1-1-1-5U	V1R0.9.2	ide	Up0 Extender	
6	54105	OpenStage30	1-1-1-5	V2R0.2.0	ide	Master	
	54106	OpenStage60	1-1-1-6	V2R0.43.0	ide		
	54107	OpenStage60	1-1-1-7	V2R0.43.240	posAck		
	54108	Up0 Extender	1-1-1-8U	V1R0.9.2	Start Transfer		
	54108	OpenStage40	1-1-1-8	V2R0.2.0	start frammer		
	54110	OpenStage20	1-1-1-10	V1R0.17.0	Please enter a ni	ame for the job:	
	54111	OpenStage20	1-1-1-11	V2R0.2.0	JobName1		
	54115	OpenStage40	1-1-1-15	V2R0.2.1			
	54116	OpenStage15	1-1-1-16	V2R0.2.0	Schedule ret	oot time	
	54118	OpenStage30	1-1-1-18	V2R0.2.0			
	54119	OpenStage40	1-1-1-19	V1R0.15.0	Please enter reb	oot time (according to the	switch dock)
	54138	OpenStage40	1-1-1-85	V2R0.2.1	(yyyy-mm-dd/hh	:mm)	
	54202	OpenStage40	1-1-2-2	V1R0.26.0	-		
	54204	OpenStage60	1-1-2-4	V1R3.27.0			
	54301	OpenStage60	1-1-4-1		1	OK Cancel	

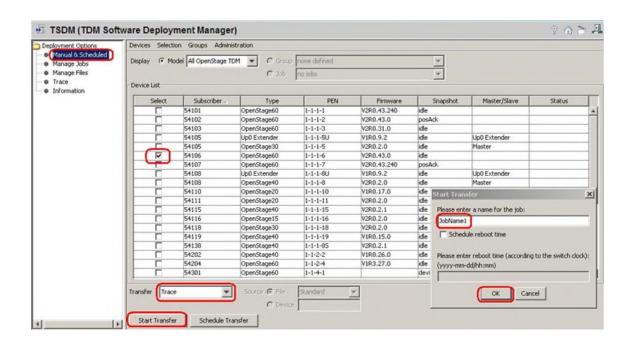
### 7.3 Make the phone trace

Now, if the trace configuration is transferred to the phone, reproduce the scenario which should be traced at the phone. If the problem is reproduced, do not make any further user inputs at the phone because that would overwrite the traced problem.



### 7.4 Transfer the phone trace to the OpenScape 4000

- Open **TSDM**
- o Open Manual & Scheduled
- Select the checkbox Select for the phone (only one phone)
- Select **Trace** at Transfer
- Start Transfer
- o Enter a job name
- Select OK
- o Wait until the Status progress changes from 100% to an empty field



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## 7.5 Download the trace from the OpenScape 4000

- o Open **TSDM**
- Open Manage Files
- o Select the tab Trace
- o Mark the trace file which should be downloaded
- o Press Download
- $\circ$  Save under... popup opens, save trace

Deployment Options	Firmware Customer Logo Exception Log	Trace	Trace Configuration
Manual & Scheduled     Manage Jobs     Manage Files     Trece     Information	1-1-1-6_201007131652.16.trc 1-1-1-6_201007131655.41.trc		
< D	Download Delete		

## 7.6 Deactivate the phone trace

It is very important to deactivate the phone trace points manually with a trace configuration template, which has set all traces to OFF. Otherwise the phone performance will be heavy negative influenced.

- o Make all steps like at 5.1, but set all trace points to OFF
- Make all steps like at 5.2, with the before at 6.6 created template

## 8 OpenScape 4000: System Trace regarding phone issues

This describes how you can make a system trace for a phone issue. It is useful to make the system trace at the same time with the phone trace.

The trace can be stopped at any phone of the system which has a programmed DDS key (in the following example the number 12345 has to be stored on the DDS key). It is not possible to stop the trace while dialing 12345 manually. The number in this example 12345 must be free and not reserved in the WABE. The trace will be stored on the system's hard drive under the filename you enter down. The trace configuration can be entered and run always at a OpenScape 4000 system, it is not influencing the system performance. The AMO language is English.

/\* stop on speed dial with "12345" (a DDS key with the number 12345 has to be programmed at least on one phone) exec-tracs:bp; res.all; flagtr.off; selmsg,pp,g1,all; msglen,pp,g1,32; selmsg,cp,g1,all; msglen,cp,g1,48; selmsg,rcv,g1,cd1,dest,40; selmsg,rcv,g1,cd2,src,40,ne; selmsg,stop,g1,cd1,dest,6c; /\* CP message selmsg.stop.g1.cd2.ev.30; /\* SCR message selmsg, stop, g1, cd3, byte, 13, 5; /\* byte counter or number length selmsg,stop,g1,cd4,byte,14,01; /\* stop on called party 12345 selmsg,stop,g1,cd5,byte,15,02; selmsg,stop,g1,cd6,byte,16,03; selmsg,stop,g1,cd7,byte,17,04; selmsg,stop,g1,cd8,byte,18,05; on,hd,:diag:<filename>,99,y,y; end

Should the number length be shorter, for example 4 digits "1234" delete the row with the green 05. Should the number be longer, for example 6 digits "123456" at the row: selmsg,stop,g1,cd9,byte,19,06;

and edit the line with /\* byte counter or number length at the end from 5 to 6.



## 8.1 How to trace messages to/from single endpoints

English AMO language, example for the station number 64766:

#### Bold lines are the commands & values to be entered.

```
<cha-funct:slang=eng:
<exec-disps:bp;
*lst,sw,loden,stno,64766,vce;
LTG LTU PBC/SLOT CCT LINE
                                  PHYS LINE SU DI/TSI SI LODEN
1T 17T 11T 9T 16T 1862T 746H 1718T 6B6H 0H 1H 0H 356H
1T 17T 11T 9T 16T 1862T 746H 1718T 6B6H 1H
                                                 1H 0H
                                                         357H
1T 17T 11T 9T 16T 1862T 746H 1718T 6B6H 2H 1H 0H 358H
1T 17T 11T 9T 16T 1862T 746H 1718T 6B6H 3H
1T 17T 11T 9T 16T 1862T 746H 1718T 6B6H 0H
                                                 1H 0H
                                                         359H
                                                 2H 4H
                                                         35AH
*end
<
```

The red marked phys\_line is needed later for the trace, in this example 6B6:

#### 6B6 $\rightarrow$ 06 High Byte and B6 Low Byte

exec-tracs:bp; (trace in background) \* res.all: \* selmsg,sw,g1,cd1,byte,06,<Low Byte>; example: ...,06,B6; \* selmsg,sw,g1,cd1,byte,07,<High Byte>; example: ...,07,06; \* msglen,sw,g1,300; \* on,hd,:diag:<Tracefilename>,200,y,y; \* end do the scenario with the phone/phones exec-tracs:bp; \* off: \* end \_\_\_\_\_ exec-tracs:bp; (trace command remains open) \* res,all; \* selmsg,sw,g1,cd1,byte,06,<Low Byte>; example: ...,06,B6; \* selmsg,sw,g1,cd1,byte,07,<High Byte>; example: ...,07,06; \* msglen,sw,g1,300; \* on,hd,:diag:<Tracefilename>,200,y,y;

do the scenario with the phone/phones

*	off;
*	end



Traces of more lines, e.g. 9EB and 9EF:

exec-tracs:bp;

- \* res,all;
- \* selmsg,sw,g1,cd1,byte,06,<Low Byte>; \* selmsg,sw,g1,cd1,byte,07,<High Byte>;

example: ...,06,EB&EF; example: ...,07,09;



## 9 HiPath 3000 / OpenScape Business: Necessary information to report

Very important for the analysis of phone problems is to verify, whether expected messages from the system are send to the phone and backward. Very detailed description of the scenario will help to be able to reproduce the error, if possible.

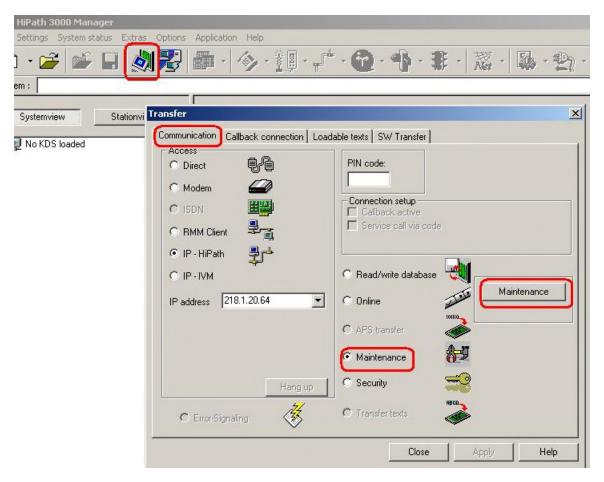
List of helpful information:

- Number of effected endpoint
- KDS of the system
- HiPath 3000 / OpenScape Business Traces configured for messages to/from phone
- Phonetrace at the effected phone from event
- Time / Date of observed event
- detailed description of the event (other involved endpoints, number etc) e.g. who called whom, conference, transfer

## 10 HiPath 3000 / OpenScape Business: Phone Event (Exception) Log OS\_Lo

The phone event log from the phone you can download with the HiPath ManagerE of the HiPath 3000 / OpenScape Business under Maintenance.

- o Log-in to the Manager as User group: Development
- Open Transfer
- Select checkbox Maintenance
- o Press Maintenance







- o Open tab **OpenStage Phones**
- Open tab Event Log
- Select **OpenStage device**
- Select **Browse** to enter a meaningful name and save directory
- o Press Phone → PC
- Wait until the Event Log is downloaded
- Press **Open** (unnecessary, already stored in directory)
- Select Event Log, it will be opened in an editor (unnecessary, already stored in directory)
- Save Event Log (unnecessary, already stored in directory)

ownload OpenStage	V Distribution Trace
	OpenStage device:
	38009 TDM09 OpenStage 40 T SLM02 1 - 10 Master 💌
	File name:
	C:\Dokumente und Einstellungen\Administrator Browse
	Start downloading:
	Phone> PC

## 11 HiPath 3000 / OpenScape Business (X3 X5 X8): Phone Trace OS\_Hi

The phone trace can be configured and downloaded with the Manager E of the HiPath 3000 /OpenScape Business.

OpenScape Business S and X1 could not be configured via Manager E, for OS\_HI configuration see chapter 4.

Please note, that it is not possible to readout the actual activated trace configuration of the phone with TDSM. It needs much of time, better use the WBM.

### 11.1 Activate phone trace (example for standard trace: Call view, Communications and CSTA Services)

- Log-in to the Manager as User group: Development
- o Open Transfer
- Select checkbox Maintenance
- o Press Maintenance

HiPath 3000 Manager		
Settings System status Extra	s Options Application Help	
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em :	-	
	1 I	1
Systemview Stationv	Transfer	<u>×</u>
J No KDS loaded	Communication Callback connection	Loadable texts SW Transfer
<u>.</u>	Access Direct Modem ISDN RMM Client RMM Client P - HiPath IP - IVM IP address 218.1.20.64	PIN code:   Connection setup   Callback active   Callback active   Service call via code     Read/write database   Parallel   Online   Maintenance   Maintenance   Maintenance
	C Error-Signaling	C Transfer texts



- o Open tab OpenStage Phones
- o Open tab Trace
- Select OpenStage device
- Set File size to 768000
- Set **Timeout** to 0 (disable trace timeout)
- o Select the checkbox for Automatic clear before start
- Select the checkbox for Enable core dump
- Set Call view, Communications, CSTA services and/or other necessary trace points to **Debug**
- Press PC → Phone
- o Wait until the trace configuration is transferred to the phone

ace penStage 38017 TDM17 SLMO2 Temane	: 1 - 18 Max 💌	Start downloading:Phone	> PC
ace profiles elect trace profiles	Browse		
Trace-ID	Trace Level	Trace-ID	Trace Level
Help	Off	Administration	Off
Physical Interface Servicet	Off	Service Registry	Off
Voice Engine	Off	Desktop	Off
Application Menu	Off	Digit Analysis Service	Off
Bluetooth Service	Off	Health Service	Off
Journal Service	Off	Password Management Service	Off
Directory Service	Off	Call View	Debug
HFA Messaging Service	Off	Communications Service	Debug
OBEX Service	Off	CSTA Service	Debug
Sidecar Service	Off	Voice Mail	110
Phonebook	Off	Clock Service	Off
PC> Phone	trace and core dump utomatic clear before s elete core dump nable core dump	Max. core size (MBs)	size (bytes): 768000 eout (minutes): 0



### **11.2 Make the phone trace**

Now, if the trace configuration is transferred to the phone, reproduce the scenario which should be traced at the phone. If the problem is reproduced, do not make any further user inputs at the phone because that would overwrite the traced problem.

### **11.3 Download phone trace**

- o Log-in to the Manager as User group: Development
- o Open Transfer
- o Select checkbox Maintenance
- o Press Maintenance

HiPath 3000 Manager		
Settings System status Ext	ras Options Application Help	
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em :		
Systemview Station	nvi Transfer	<u> </u>
Vo KDS loaded	Communication Callback connection Loa	dable texts SW Transfer
F	Access Direct Modem ISDN RMM Client RMM Client P - HiPath P - IVM IP address 218.1.20.64	PIN code:         Connection setup         Callback active         Callback active         Service call via code         Read/write database         Online         Maintenance         APS transfer         Maintenance
		C Security
	Hang up	
	C Error-Signaling	O Transfer texts
		Close Apply Help



- o Open tab OpenStage Phones
- Open tab **Trace**

UN FY

- Select **OpenStage device**
- o Select Browse to enter a meaningful name and directory
- Press Phone → PC
- o Wait until the trace downloaded to the choosen directory above

	2 1 · 18 Mar	Start downloading:	none> PC	
ile name C:\Dokumente und Einstellung	gen VAdmin Browse			
ace prohies elect trace profiles				
Trace-ID	Trace Level	Trace-ID	Trace Level	•
Voard Parser Service	Off	Call Log	Off	
Tone Generation Service	Off	Component Registrar	Off	
Media Control Service	Off	Transport Service	Off	
Application Framework	Off	PotService	Off	
Instrumentation Service	Off	Service Framework	Off	
OpenStage Client Managemer	nt Off	Data Access Service	Off	
Help	Off	Administration	Off	
Physical Interface Servicet	Off	Service Registry	Off	
Voice Engine	Off	Desktop	Off	
Application Menu	Off	Digit Analysis Service	Off	
Bluetooth Service	Off	Health Service	Off	-
PC> Phone	It trace and core dump ( Automatic clear before s Delete core dump Enable core dump		File size (bytes): 655 Timeout (minutes): 15	36

### **11.4 Deactivate the phone trace**

It is very important to deactivate the phone trace points manually, set all trace levels to OFF and transfer it to the phone. Otherwise the phone performance will be heavy negative influenced.

o Make all steps like at 9.1, but set all trace points to Off

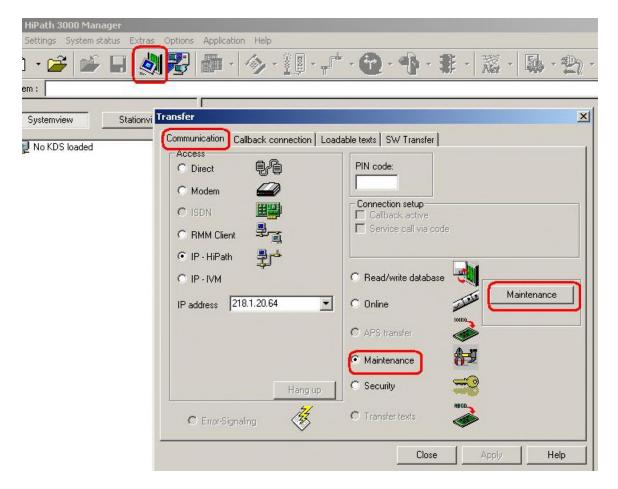


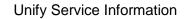
## 12 HiPath 3000: System Trace regarding phone issues

This describes how you can make a system trace for a phone issue. It is useful to make the system trace at the same time with the phone trace. It is very important to deactivate the system trace after tracing!

### 12.1 Activate system trace

- o Log-in to the Manager as User group: Development
- Open Transfer
- o Select checkbox Maintenance
- Press Maintenance







- Open tab Tracer settings
- Press Set Default
- For OpenStage 10/15/20/30, optiset and optiPoint Activate checkbox and set Trace level to 9 at DH-UPN and Display
- For OpenStage 40/60/80 Activate checkbox and set Trace level to 9 at DH-UPN and DH-CORENET-TS
- Press Write data
- o Press Trace start

race-Process			Trace-points
Trace-ID	Trace Level	Msg-Trace	Alle Ports / Slots
DH-SLA DH-UPN	0		Trace-point 1
	6		active Logical port Slot All slots
DH-CMI DH-SO	9		Port All ports
DH-SU DH-HKZ	0		
DH-FIKZ	0		Trace-point 2
DH-EXM DH-PSE	0		active Logical port Slot
DH-Clock	0		Port I
DH-SIU	0		
DH-NW	0		- Trace-point 3-
DH-CMI-Error	0		active Logical port Slot
DH-MFCR2	0		Port V
OH-CARD	0		
DH-CORNET-TS	6		d
DH-RM	0		
3-Channel entry Layer 2	0		
3-Channel entry	0		
/24	0		
MOD	0		
50	0		
•			
Set default			
Trace start Trac	e stop		delete Tracememory Write data Read Data

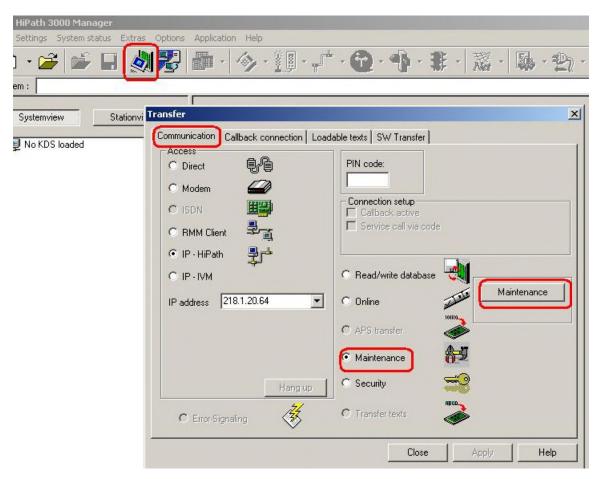
## UNFY

## 12.2 Make the trace and stop trace

Now Reproduce the scenario. If the problem is reproduced, do not make any further user inputs at the phone because that would overwrite the traced problem. Stop the trace in the mask of 12.1 by pressing Trace stop.

## 12.3 Download system trace

- o Log-in to the Manager as User group: Development
- Open Transfer
- o Select checkbox Maintenance
- o Press Maintenance





- Open tab **DMA**
- Select checkbox Read all service data
- Press **Execute**
- Chose output path
  Enter trace file name
- o Press Next

V.24 Status (DMA) Digita Action C Read Write C Read trace C Read stack Read all service data Read Snapshot	al Loopback   Trunk Rolling   Tracer settings   1 Address Execute Length Undo Read Long Trace in File	Card status   Error Reaction Table   OpenStage Phon File action Load Save ASCII Save
Address         0         1         2	3       4       5       6       7       8       9       10       11       12         DMA-Data read all - filenames         Path for output files         llungen\Administrator.OST\Eigene Date         Filenames for output files         Default filename :         h3k_trace         File for Trace data :         C:\Dokumente und Einstellungen\Administ         File for Stack Dump data :         C:\Dokumente und Einstellungen\Administ         File for Eventlog data :         C:\Dokumente und Einstellungen\Administ	ien\h3kTrace\ trator.OST\Eigene

## **12.4 Deactivate system trace**

- Log-in to the Manager as User group: Development
- Open Transfer
- Select checkbox Maintenance
- o Press Maintenance

HiPath 3000 Manager		
Settings System status Extras C	Options Application Help	
) • 🗃 🚔 📓 🖓	2 - 《・』・デ	* · @ · 小 * · 罴 · 愚 · 雪 ·
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Systemview Stationvi	ansfer	<u>×</u>
No KDS loaded	Communication Callback connection Load	dable texts SW Transfer
P NO KDS IDaded	Access	PIN code:
	C Modem	Connection setup
	C ISDN	Connection setup
	C RMM Client	Service call via code
	● IP - HiPath	
	Ŧ	
	© IP·IVM	C Read/write database
	IP address 218.1.20.64	C Online Maintenance
		10110
		C APS transfer
		Maintenance
		C Security
	Hang up	
	C Error-Signaling	C Transfer texts
		Close Apply Help



- Open tab **Tracer settings**
- Press read Data
- Press Set default
- Press delete Tracememory
- o Press Write data

0			
		- Trace-point 1	
6	<b>v</b>	active Logical port	Slot All slots 👻
0			
9		I ]····>	Port All ports
0	Ē	- Trace-point 2	
0	i l		
0			Slot 📃 🚽
0			Port 🚽
0		Turnerinto	,
0		the second second	
0		active Logical port	Slot
0			Port
0			
6	<b>V</b>	2L	
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0			
top		delete Tracememory	Write data Read Data
- 6			
			0       Image: Constraint of the second

## 13 OpenScape Business: System Trace regarding phone issues

This describes how you can make a system trace for a phone issue. It is useful to make the system trace at the same time with the phone trace. It is very important to deactivate the system trace after tracing!

### 13.1 Activate system trace

Use OpenScape Business Assistant (WBM-Interface)

Via Service Center -> Diagnostics -> Trace or Expert mode -> Maintenance -> Traces -> Trace-Profiles

set profiles (if not just set)

Basic Voice\_Fax\_connection Calls\_with\_System\_device\_Upn

For **OpenStage 10/15/20/30 and optiPoint** via **Expert mode -> Maintenance -> Traces -> Trace Components** set component (if not just set)

#### FP\_DISPLAY 9

(Please notice the status of the listed profile / component before changing them to be able to set back to the previous active profiles / component after tracing is finished)

### **13.2 Make the trace and stop trace**

Now Reproduce the scenario. If the problem is reproduced, do not make any further user inputs at the phone because that would overwrite the traced problem.

### 13.3 Download system trace

Use OpenScape Business Assistant (WBM-Interface)

Via Expert mode -> Maintenance -> Traces -> Trace Log

To limit the data to that from the event, use

"Own Selection" and the necessary time range.

Deliver the complete trace file.

### **13.4 Deactivate system trace**

Use OpenScape Business Assistant (WBM-Interface)

Via Service Center -> Diagnostics -> Trace

or Expert mode -> Maintenance -> Traces -> Trace-Profiles

Set back profiles / component to the status before changes from 13.1.

Basic Voice\_Fax\_connection Calls\_with\_System\_device\_Upn

For OpenStage 10/15/20/30 and optiPoint via Expert mode -> Maintenance -> Traces -> Trace Components

FP\_DISPLAY 9

## 14 OptiMon Up0 Trace

This kind of trace is only needed by order of GVS or development! With OptiMon you can trace directly on an Up0-line. You need the special OptiMonBox hardware and the OptiMon program. If it is not available in the region, it will be delivered from the Client & Devices GVS together with an instruction.