Version 2.0

SIEMENS

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

Service Information- Trace Guide

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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 6.6 (HiPath 4000 TSDM) or 10.4 (HiPath 3000 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 exeption 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 HiPath 4000, HiPath 3000 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.

Certificate management

Irrelevant for OpenStage TDM.

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.

DLS Client management

Irrelevant for OpenStage TDM.

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.

H.323 message

Irrelevant for OpenStage TDM.

H.323 security

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.

Java

Irrelevant for OpenStage TDM.

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.

Mobility service

Irrelevant for OpenStage TDM.

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

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

802.1x service

Irrelevant for OpenStage TDM.

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
 - Communications
- Audio related issues (missing ringtone, internal tone)
 - Digit Analysis service
 - Media control service
 - Media Processing service.
 - o 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.

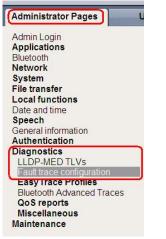
4.2 Start the WBM

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)

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



0

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

F	Fault trace configuration	
File size (Max 6290000 bytes)	Trace timeout (minutes)	Automatic clear before F start

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

Trace levels for com	ponents			
Administration	OFF 💌	Application framework	OFF 💌	
Application menu	OFF 💌	Bluetooth service	OFF -	
Call Log	OFF 💌	Call View	DEBUG 💌	
Certificate management	OFF 💌	Communications	DEBUG 💌	
Component registrar	OFF 💌	CSTA service	DEBUG 💽	
Data Access service	OFF 🗾	Desktop	OFF 💌	
Digit analysis service	OFF 🗾	Directory service	OFF 💌	
DLS client management	OFF 💌	Health service	OFF 💌	
Help	OFF 💌	HFA service agent	OFF 💌	
H.323 messages	OFF 💌	H.323 security	OFF 💌	
Instrumentation service	OFF 💌	Java	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.

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	
Applications	
Bluetooth	
Network	
System	
File transfer	
Local functions	
Date and time	
Speech	
General information	
Authentication	
Diagnostics	1
LLDP-MED TLVs	L
Fault trace configuration	L
Easy trace Profiles	2
Bluetooth Advanced Traces	
QoS reports	
Miscellaneous	
Maintenance	

Now it is possible to download 11 different trace files

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

Download trace file	Download saved trace	<u>Download sci trace</u>	Download upgrade
	file	<u>file</u>	trace file
Download old trace	Download syslog file	Download old syslog	Download saved
<u>file</u>		file	syslog file
<u>Download</u> Database file	Download upgrade error file Submit	Download HPT remote service log file	Reset

 \circ trace file

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

\circ old trace file

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

o upgrade trace file

The trace log created during a software upgrade.

• 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)

• 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

o Database file

Phone Database

• HPT remote service log file HTP message created during login/usage

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 Us	5
Admin Login	
Applications	
Bluetooth	
Network	
System	
File transfer	
Local functions	
Date and time	
Speech	
General information	
Authentication	
Diagnostics	
LLDP-MED TLVs	
Fault trace configuration	
EasyTrace Profiles	
Bluetooth Advanced Traces	
QoS reports	
Miscellaneous	
IP tests	
Memory information	
Core Dump	
Maintenance	

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

Core Dum	p
Enable core dump *	
Delete core dump	
* Changes to this item do not take effec	ct until the phone is restarted
Download core.1837 (date:30	.03.2010 08:18:16)
Download core.1843 (date:30	.03.2010 19:21:56)
Download core.1847 (date:30	.03.2010 06:39:26)
Download core.1849 (date:31	.03.2010 21:26:49)
Download core.1953 (date:07	.04.2010 03:03:23)
Download core.1957 (date:07	.04.2010 23:47:21)
Download core.1980 (date:30	.03.2010 03:50:35)
Submit	Reset

4.8 Download core dump

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

Administrator Pages	Us
Admin Login	
Applications	
Bluetooth	
Network	
System	
File transfer	
Local functions	
Date and time	
Speech	
General information	
Authentication	
Diagnostics	
LLDP-MED TLVs	
Fault trace configuration	
Easy Trace Profiles	
Bluetooth Advanced Traces	
QoS reports	-
Miscellaneous IP tests	
Memory information Core Dump	
Maintenance	

- Click on relevant core dumps
- Save under... popup opens, save trace

	Core Dump		
	core dump *		
Delet	te core dump	1	
* Changes to this iter	n do not take effect	until the phone is	restarted
	:ore.1837 (date:30.0		1 I
	core.1843 (date:30.0 core.1847 (date:30.0		
	core.1849 (date:30.0		
	ore.1953 (date:07.0		
	core.1957 (date:07.0 core.1980 (date:30.0		
Submit	.ore. 1900 (date.50.t	Reset	,

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	Us
Admin Login	
Applications	
Bluetooth	
Network	
System	
File transfer	
Local functions	
Date and time	
Speech	
General information	
Authentication	
Diagnostics	
LLDP-MED TLVs	
Fault trace configuration	
Easy Trace Profiles	
Bluetooth Advanced Traces	
QoS reports	
Miscellaneous	1
IP tests	
Memory information	
Core Dump Maintenance	U.

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



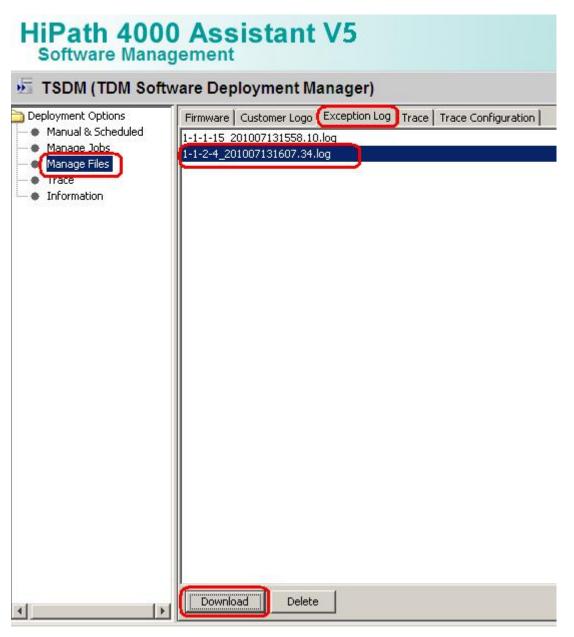
5. HiPath 4000: Phone Exception Log OS_Lo and OS_Hi

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

- o Open TSDM
- o Open Manual & Scheduled
- Check the **Select** box for the phone (only one phone)
- o 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

	ware Depicy	ment Manager	r)				
Deployment Options	Devices Selection Groups Administration						
Manual & Scheduled Manage Jobs	Display 💿 Mo	del All OpenStage Ti	OM 🔽 C Group	none defined			
 Manage Files 		1 1 2	dot O	no jobs			
 Trace 	1201 01 1010			Ino jous			
 Information 	Device List						
	Select	Subscriber 🔬	Туре	PEN	Firmwar		
		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	OpenStage40	1_1_1_8	V2D0 2 0		
		54110	OpenStage2 Start	Transfer			
		54111	OpenStage2	se enter a name for t	ka iski		
		54115	OpenStage4		ne job:		
		54116	OpenStage1 Job	Name1			
		54118	OpenStage3	Schedule reboot time			
		54119	OpenStage4				
		54138	OpenStage4	1			
		54202	Openscade4	se enter reboot time (according to the		
		54204	OpenStage6 (YY)	y-mm-dd/hh:mm)			
		54301	OpenStage6				
	Transfer	ption Log 📃 💌	Source ©	ОК	Cancel		

- o Open Manage Files
- o Select the tab Exception Log
- o Mark the log file which should be downloaded
- o Press Download



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.

6. HiPath 4000: Phone Trace OS_Hi

The phone trace can be configured and downloaded with the TSDM (TDM Software Deployment Manager) of the HiPath 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.

6.1 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
- 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**
- Press Save
- Enter a meaningful name for the template and select **OK**

TSDM (TDM Sof	tware Deployment Manager)		? 🏠 🤅
oloyment Options Manual & Scheduled		New configuration*	
Manage Jobs	File size (bytes)	ace timeout (minutes) 🚺 🔢 Delete core dump 🔲 Automatic clear before start 💌	
Manage Files Trace		Trace levels for components	
Information	Applicationmentation		
	Call Log OFF	Call View DEBUG	
	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 configurat	ion:
	Digit Analysis service OFF	Directory Service OFF Standard	
	Health Service OFF	Help OFF TOK Cancel	
	HFA Messaging Service OFF	Data Transfer OFF	
	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	Password Management Service OFF	
	Physical Interface Service OFF	Service framework OFF	
	Service Registry OFF	Sidecar Service OFF	
	Tone Generation Service OFF	Transport Service OFF	
	Vcard Parser Service OFF	Voice Engine Service OFF	
	Voice Mail OFF	Backup Service OFF	

6.2 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
- o Select OK
- o Wait until the Status progress changes from 100% to an empty field

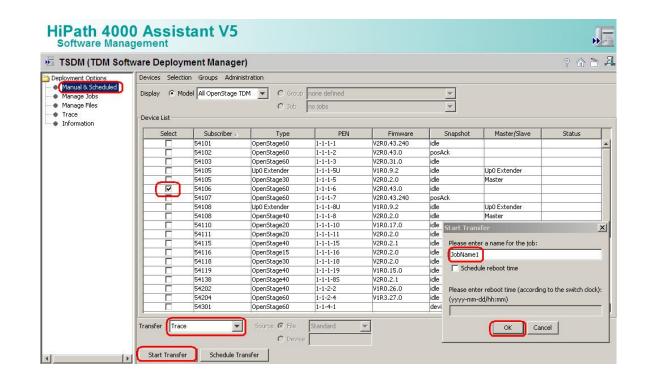
		ment Manager	'					? 6
ment Ontions	Devices Selection	on Groups Admini:	stration					
anual & Scheduled	Display @ Mo	del All OpenStage T	OM 🔻 C Group	none defined		*		
lanage Jobs lanage Files			Clob	no iobs				
race	2.5.55		100	Juo joos				
formation	Device List							
	Select	Subscriber 🔺	Type	PEN	Firmware	Snapshot	Master/Slave	Status
		54101	OpenStage60	1-1-1-1	V2R0.43.240	idle		
		54102	OpenStage60	1-1-1-2	V2R0.43.0	posAck		
		54103	OpenStage60	1-1-1-3	V2R0.31.0	idle		
		54105	Up0 Extender	1-1-1-5U	V1R0.9.2	idle	Up0 Extender	
	E A	54105	OpenStage30	1-1-1-5	V2R0.2.0	idle	Master	
		54106	OpenStage60	1-1-1-6	V2R0.43.0	idle		
		54107	OpenStage60	1-1-1-7	V2R0.43.240	posAck		
		54108	Up0 Extender	1-1-1-8U	V1R0.9.2	Start Transfer	- 1	
		54108	OpenStage40	1-1-1-8	V2R0.2.0	EAST AND		
		54110	OpenStage20	1-1-1-10	V1R0.17.0	Please enter a na	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	boot 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	e switch clock)
		54138	OpenStage40	1-1-1-85	V2R0.2.1	(yyyy-mm-dd/hh	umm)	
		54202	OpenStage40	1-1-2-2	V1R0.26.0			
		54204	OpenStage60	1-1-2-4	V1R3.27.0		<u></u> _	
		54301	OpenStage60	1-1-4-1	5	(OK Cancel	

6.3 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.

6.4 Transfer the phone trace to the HiPath

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



6.5 Download the trace from the HiPath

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

HiPath 4000 Software Manag	O Assistant V5
5 TSDM (TDM Softv	vare Deployment Manager)
Deployment Options Manual & Scheduled Manage Jobs Manage Files Tross Information	Firmware Customer Logo Exception Log Trace Trace Configuration 1-1-1-6_201007131655.41.trc
	Download Delete

6.6 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.

- 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

7. HiPath 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 HiPath 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; msalen.pp.g1.32; selmsg,cp,g1,all; msglen,cp,g1,48; selmsq,rcv,q1,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

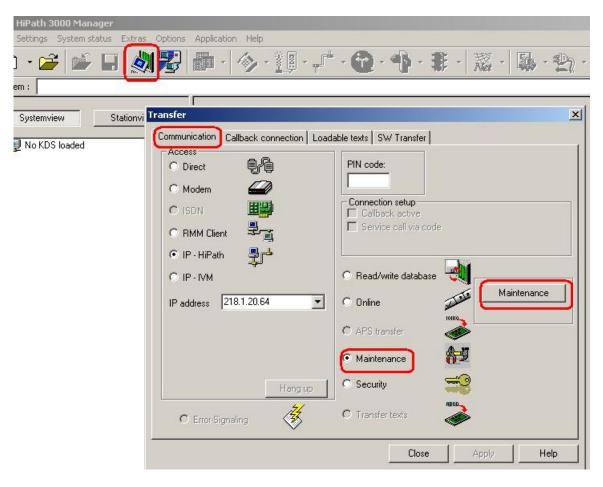
Should the number length be shorter, for example 4 digits "1234" delete the row with the green 05. Should the number be longer, for example 6 digits "123456" at the row: selmsg,stop,g1,cd9,byte,19,06;

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

8. HiPath 3000: Phone Event Log OS_Lo and OS_Hi

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

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



- Open tab **OpenStage Phones**
- Open tab Event Log
- Select **OpenStage device**
- Select **Browse** to enter a meaningful name and save directory
- 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)

/.24 Status DMA	Reload Out Of Service Base Station Status Trunk Status Trunk Errorcounter Call Monitoring Station sta Digital Loopback Trunk Rolling Tracer settings Card status Error Reaction Table OpenStage Phon SW Distribution Trace
- Download OpenSta	
	OpenStage device:
	38009 TDM09 OpenStage 40 T SLM02 1 - 10 Master 💌
	File name:
	C:\Dokumente und Einstellungen\Administrator Browse
	Start downloading:
	Phone> PC
	Open

9. HiPath 3000: Phone Trace OS_Hi

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

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

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

HiPath 3000 Manager		
Settings System status Extras (Options Application Help	
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em :		
T	ansfor	×
Systemview Stationvi		102: 01 10 10 10 10 10 10 10 10 10 10 10 10
된 No KDS loaded 🛛 🔍	Communication Callback connection Load	able texts SW Transfer
	C Direct	PIN code:
		Connection setup
		Callback active Service call via code
	C RMM Client	
	🖲 IP - HiPath 🗸	
	C 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

- o Open tab **OpenStage Phones**
- 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
- Wait until the trace configuration is transferred to the phone

penStage 38017 TDM17 SLMO The name	2 1 - 18 Ma: 💌	Start downloading: Phone	-> ru
	Browse		
ace profiles elect trace profiles			
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	Uff
Phonebook	Off	Clock Service	Off 📃
PC> Phone	t trace and core dump of Automatic clear before s Delete core dump Enable core dump	Max. core size (MBs)	size (bytes): 768000 eout (minutes): 0

9.2 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.

9.3 Download phone trace

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

HiPath 3000 Manager	
Settings System status Extras Options Application H	Help
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em :	
Systemview Stationvi Transfer	×
Communication Callba	ack connection Loadable texts SW Transfer
	PIN code:
	Connection setup Callback active
	Service call via code
C IP IVM	C Read/write database
IP address 218.1.	20.64 C Online
	C APS transfer
	Maintenance
	Hang up
C Error-Signaling	G Transfer texts
3	Close Apply Help

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

race penStage		Start downloading: P	hone> PC	
An and the second s	102 1 - 18 Ma:			
File name C:\Dokumente und Einstellu	ingen\Admin Browse			
ace profiles 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 Managem	ient 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	•
Tansiel dace biomes	ault trace and core dump Automatic clear before s Delete core dump Enable core dump	1997년 1997년 - 영 국 2007년 2017년 2017	File size (bytes): 655 Timeout (minutes): 15	;36

9.4 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.

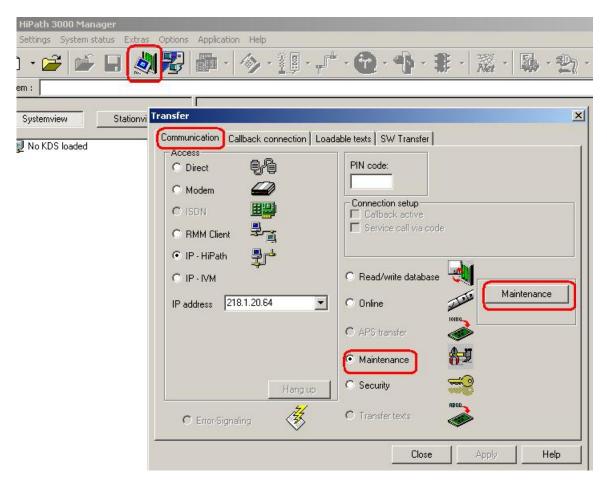
• Make all steps like at 9.1, but set all trace points to Off

10. 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 see 10.4

10.1 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**
- o 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
- o Press Write data
- o Press Trace start

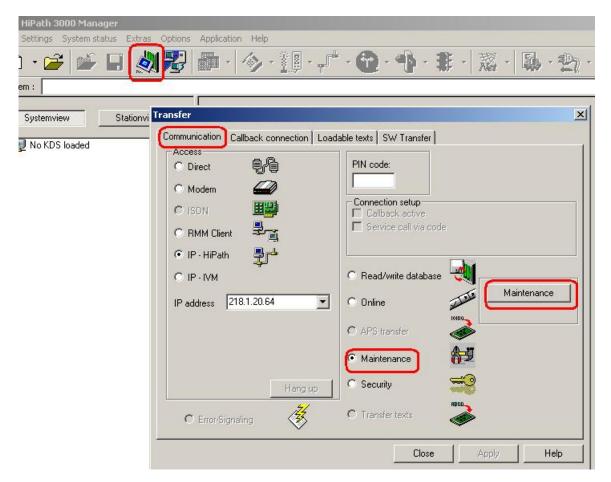
Trace-ID	Trace Level	Msg-Trace	Trace-points
DH-SLA	0	msg-mace_	- Trace-point 1
DH-UPN	6		
DH-CMI	0	<u>_</u>	
DH-SO	9		Port All ports
DH-HKZ	0		Trace-point 2
DH-E&M	0		sotius Logical port
DH-PSE	0		Slot
DH-Clock	0		Port V
DH-SIU	0	i i	
DH-NW	0	in l	- Trace-point 3
DH-CMI-Error	0	E I	active Logical port Slot
DH-MFCR2	0		Port V
DH-CARD	0		
DH-CORNET-TS	6		4
DH-RM	0		
B-Channel entry Layer 2	0		
B-Channel entry	0		
√24	0		
IMOD	0		
so ∢1	0		
Set default	e stop		delete Tracememory Write data Read Data

10.2 Make the trace and stop 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. Stop the trace in the mask of 10.1 by pressing Trace stop.

10.3 Download system trace

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

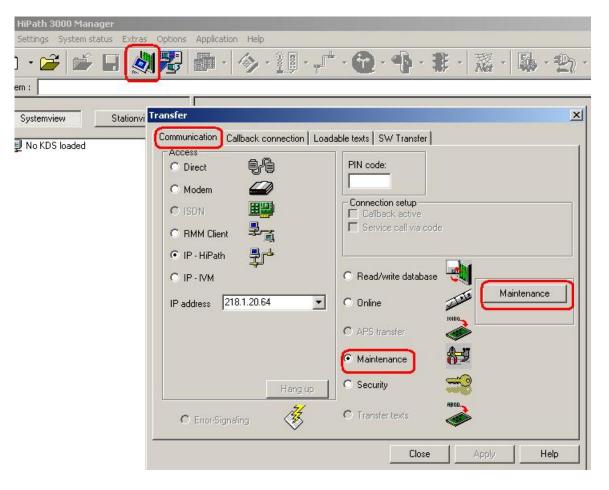


- Open tab **DMA**
- Select checkbox **Read all service data**
- Press **Execute**
- o Chose output path
- Enter trace file name
- o Press Next

C Read C Write C Read trace C Read stack C Read all service data C Read Snapshot	Address Execute Load	
Address 0 1 2	3 4 5 6 7 8 9 10 11 12 13 14 15 Ascii DMA-Data read all - filenames Path for output files Ilungen\Administrator.OST\Eigene Dateien\h3kTrace\ Filenames for output files Default filename : h3k_trace File for Trace data : C:\Dokumente und Einstellungen\Administrator.OST\Eigene File for Stack Dump data : C:\Dokumente und Einstellungen\Administrator.OST\Eigene File for Eventlog data : C:\Dokumente und Einstellungen\Administrator.OST\Eigene Mext> Lext> Cancel	

10.4 Deactivate system trace

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



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

Turne ID	Turnel and	Mary Transla	Trace-points
Trace-ID	Trace Level	Msg-Trace	
DH-SLA	0		- Trace-point 1
DH-UPN	6		active Logical port Slot All slots
DH-CMI	0		Port All ports
DH-S0	9		Airports
DH-HKZ	0		- Trace-point 2
DH-E&M	0		active Logical port Slot
DH-PSE	0		
DH-Clock	0		Port
DH-SIU	0		- Trace-point 3
DH-NW	0		active Logical port Slot
DH-CMI-Error	0		
DH-MFCR2	0		Port 🔽
DH-CARD	0		
DH-CORNET-TS	6	V	
DH-RM	0		
B-Channel entry Layer 2	0		
B-Channel entry	0		
V24	0		
IMOD	0		
so	0		
•			
Set default	1		
	,		
Trace start Trac	e stop	C C	delete Tracememory Write data Read Data
and the second	and the second		

11. 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.