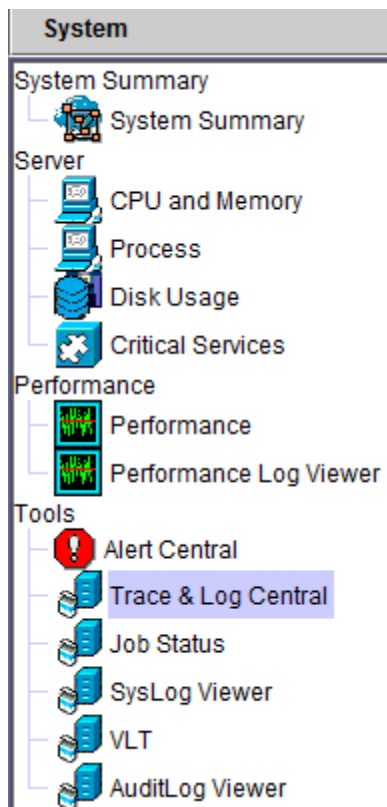


## Contents

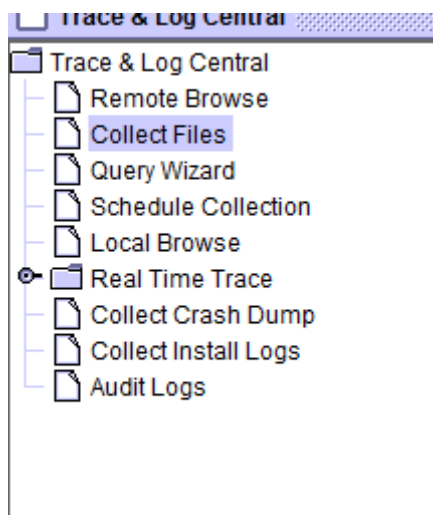
1. RTMT LOG EXTRACTION.....	2
2. TRANSLATOR LOG ANALYSIS .....	4

# 1. RTMT Log Extraction

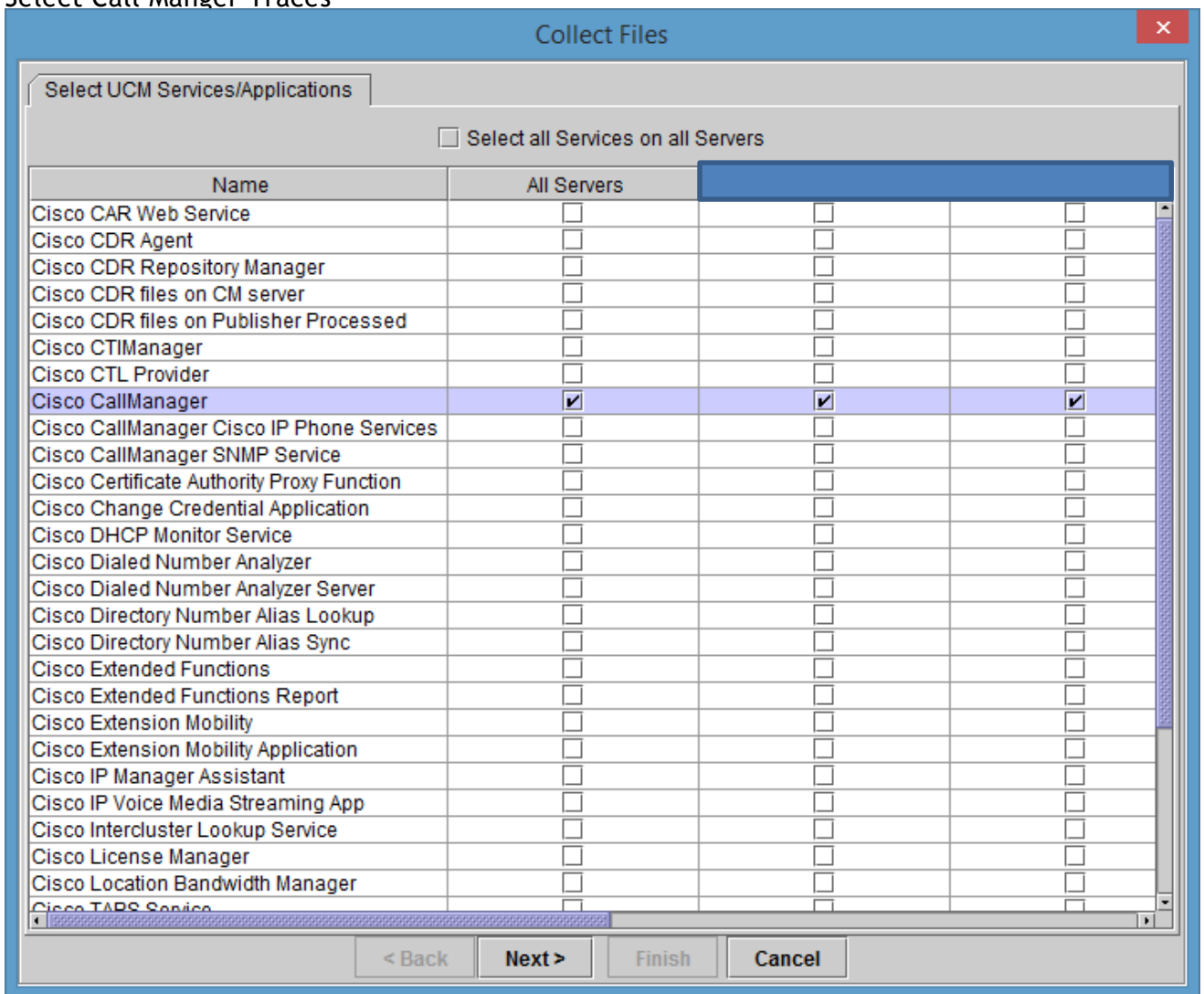
1. Go TO RTMT Trace Central



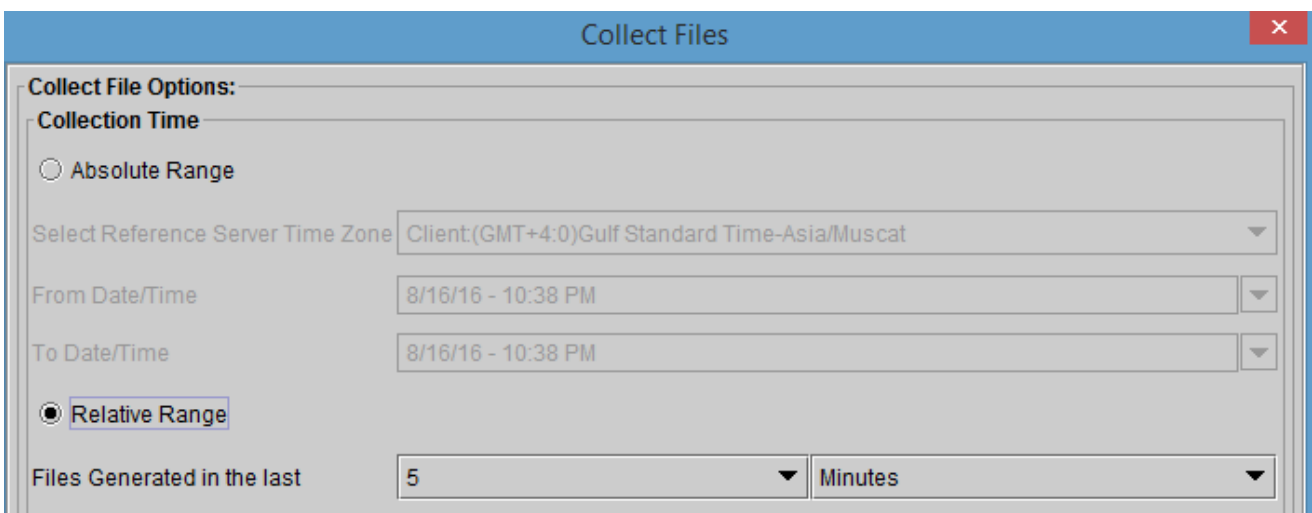
2. Collect Files



3. Select Call Manger Traces



4. Specify the duration or Interval of the interested call and Location where to extract the Logs.



## 2. Translator Log Analysis

- Browse the folder structure and find SDL Trace form the CUCM Node where phone/UCCX CTI is registered and extract all the SDL Traces as below

SDL006_100_000087.txt	8/16/2016 10:04 ...	Text Document	2,042 KB
SDL006_100_000088.txt	8/16/2016 10:07 ...	Text Document	2,041 KB
SDL006_100_000089.txt	8/16/2016 10:08 ...	Text Document	2,042 KB
SDL006_100_000090.txt	8/16/2016 10:08 ...	Text Document	2,042 KB
SDL006_100_000091.txt	8/16/2016 10:09 ...	Text Document	2,041 KB
SDL006_100_000092.txt	8/16/2016 10:10 ...	Text Document	2,042 KB
SDL006_100_000093.txt	8/16/2016 10:11 ...	Text Document	2,041 KB
SDL006_100_000094.txt	8/16/2016 10:11 ...	Text Document	2,042 KB
SDL006_100_000095.txt	8/16/2016 10:12 ...	Text Document	2,042 KB
SDL006_100_000096.txt	8/16/2016 10:13 ...	Text Document	2,041 KB
SDL006_100_000097.txt	8/16/2016 10:14 ...	Text Document	2,041 KB

- Now use the Tool TranslatorX and Open all the SDL Files in it. ( Google TranslatoX to download it, you can drag and drop all the SLD in TranslatorX to open them all).

The screenshot shows the Cisco Unified Communications Trace Translator application. The main window displays a table of trace messages with columns for Timestamp, Node/Interface, Remote Device, Direction, Protocol, Message Name, TCP Handle/From Tag, and Call Ref / ID. A specific message is highlighted, and its details are shown in a text area below the table. The details include a request for 'openLogicalChannel' with various parameters like 'forwardLogicalChannelNumber', 'dataType', 'multiplexParameters', 'sessionID', and 'mediaControlChannel'. At the bottom, there are checkboxes for filtering messages by protocol (SCCP, SIP, H.245, MGCP, Q.931/H.225) and options to exclude certain message types like REGISTER, OPTIONS, SUBSCRIBE, NOTIFY, and PUBLISH. Buttons for 'Generate Diagram', 'Export List', and 'Export Details' are also visible.

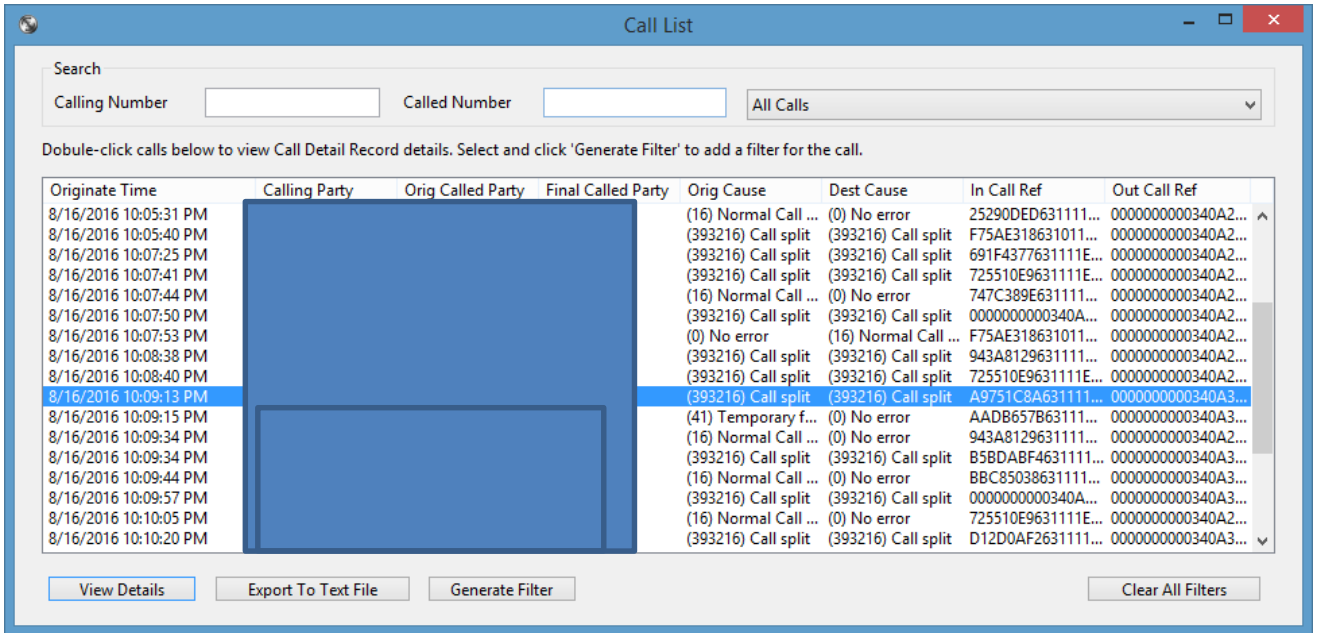
Timestamp	Node/Interface	Remote Device	Direction	Protocol	Message Name	TCP Handle/From Tag	Call Ref / ID
08/16/2016 22:02:52.721				SCCP	ConnectionStatisticsRes	(0131454)	
08/16/2016 22:02:52.721				SCCP	ConnectionStatisticsResponse	(0131454)	36533587
08/16/2016 22:02:54.092				SCCP	StationUpdateCapabilities	(0124764)	
08/16/2016 22:02:54.092				SCCP	StationUpdateCapabilities	(0124764)	
08/16/2016 22:02:54.306				H245	userInput	(3052059)	unknown
08/16/2016 22:02:58.445				SCCP	StationUpdateCapabilities	(0124082)	
08/16/2016 22:02:58.445				SCCP	StationUpdateCapabilities	(0124082)	
08/16/2016 22:02:58.640				SCCP	OpenReceiveChannelAck	(0000018)	
08/16/2016 22:02:58.650				SCCP	StartTone	(0131475)	
08/16/2016 22:02:58.657				SCCP	CallState	(0131475)	36533589
08/16/2016 22:02:58.657				SCCP	SelectSoftKeys	(0131475)	36533589
08/16/2016 22:02:58.657				SCCP	DisplayPromptStatus	(0131475)	36533589
08/16/2016 22:02:58.657				SCCP	DisplayPriNotify	(0131475)	
08/16/2016 22:02:58.657				SCCP	CallInfo	(0131475)	36533589
08/16/2016 22:02:58.657				SCCP	SetLamp	(0131475)	
08/16/2016 22:02:59.657				SCCP	SetRinger	(0131475)	
08/16/2016 22:02:59.657				SCCP	SetSpeakerMode	(0131475)	
08/16/2016 22:02:59.658				SCCP	SetLamp	(0131475)	
08/16/2016 22:02:59.658				SCCP	CallState	(0131475)	36533589

```

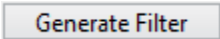
H245ASN - TtPid=(3032068) -Outgoing #18920550 --value MultimediaSystemControlMessage ::= request : openLogicalChannel :
{
  forwardLogicalChannelNumber 1,
  forwardLogicalChannelParameters
  {
    dataType audioData : g711Ulaw64k : 20,
    multiplexParameters h2250LogicalChannelParameters :
    {
      sessionID 1,
      mediaControlChannel unicastAddress : ipAddress :
      {
        network '0a792669'H,
        tsapIdentifier 4001
      },
      silenceSuppression FALSE
    }
  }
}
  
```

Lines Processed: 98711     SCCP     H.245     Exclude SCCP and MGCP Keepalives  
 Msgs Processed: 1847     SIP     MGCP     Exclude SIP REGISTER     Exclude SIP OPTIONS  
 Msgs Displayed: 1815     Q.931 / H.225     MGCP BH     Exclude SIP SUBSCRIBE / NOTIFY / PUBLISH

7. Click on Call List to list all the calls and find out the one interested In



8. Click on Generate filter to filter out message for only that call



9. You will see the complete call flow. This is based on H323 and h245 alphanumeric events. Highlight message to see the caller Input. Below example we can see the input is 2

