Cisco EGW 2200 Diagnostics and Troubleshooting

This section describes the diagnostic and troubleshooting information available for the Cisco EGW 2200.

Diagnostic Information

The Cisco EGW Administration application offers the diagnostic information listed below.

Platform Administration

There are several tools in the platform administration portion of the Cisco EGW Administration application that you can use to find diagnostic information. You can view the status of your system, including such information as memory usage and CPU usage. For more information on the diagnostic information available in the platform administration window, refer to the Cisco EGW Administration online help system.

Note You can also retrieve the platform diagnostic information using the command-line interface (CLI). For more information, refer to the Cisco Platform Administration Command-Line Interface Guide.

Platform Status

When you view the platform status information for your Cisco EGW 2200, you will find information such as name of the platform and IP addresses for the Ethernet interfaces. You can also determine the status of the Ethernet interfaces, how much memory is being used and how much memory is available, and CPU usage statistics.

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Hardware Status

When you view the hardware status information for your Cisco EGW 2200, you will find the type of hardware used, and the serial number of the hardware.

Ping

You can use the ping tool to determine connectivity between the Cisco EGW 2200 and other devices in your network.

Alarms

Alarms on the Cisco EGW 2200 can be seen on the Cisco EGW Alarms window. Refer to the Cisco EGW Administration online help system for information on displaying alarms.

Note Cisco EGW 2200 alarms are also available to you through an SNMP interface. For more information, refer to the platform administration topics in the Cisco EGW Administration online help system.

The alarm information presented on the Cisco EGW Alarms window can be interpreted to help you diagnose system problems. You can find information on the causes for each alarm inCisco EGW 2200 Alarms.

Call History

Call history data for the Cisco EGW 2200 can be seen on the Cisco EGW Administration application. Refer to the Cisco EGW Administration online help system for information on displaying the call history table. One column in the call history table is Reason Code. The translations of these hexidecimal codes provide you with the reason for the ending of a call. You can find the translations in Cisco EGW 2200 Reason Code Translations.

Collecting Diagnostics

You can collect system diagnostic information on your Cisco EGW 2200. This information is typically used by the Cisco TAC to diagnose and troubleshoot your system. You can find information on collecting diagnostic data in the Cisco EGW Administration online help. Refer to the page collecting diagnostics for more information.

Troubleshooting Information

The Cisco EGW Administration application offers the troubleshooting information listed below.

Alarms With Corrective Actions

Some of the Cisco EGW 2200 alarms have recommended corrective actions for you to perform to resolve the problem. Procedures for alarms that require you to take corrective action can be found in Troubleshooting the Cisco EGW 2200 with Alarms.

Call Traces

When alarm troubleshooting information indicates that a problem can only be resolved by the Cisco TAC, you will be frequently requested to generate call traces on your Cisco EGW 2200. The call traces capture call-processing activity by following the call from a specified destination through the Cisco EGW 2200 software engine to see where it fails. The Cisco TAC uses the call trace data to diagnose and troubleshoot your system.

Note Call trace information is only available to review for 48 hours after the trace has terminated.

Caution Running a call trace impacts call processing on your system. Cisco recommends that you take the following guidelines into consideration before enacting call traces:

Execute call traces for only the amount of time necessary to collect the required debug data for your particular situation. Allowing call traces to perpetuate can severely impact CPU availability, leading to less-than-optimum call processing in your system. As the default duration for a call trace is 30 minutes, you could potentially impact your system's ability to process calls for 30 minutes or more, depending on how many traces have been enacted and at what interval.

Execute call traces during off-peak hours to help minimize CPU impact and prevent less-than-optimum call processing in your system.

You can find information on generating call trace data in the Cisco EGW Application online help. Refer to the page on call trace data for more information.

Error Logging Level

When you need the support of the Cisco TAC to resolve a problem, you may need to change the error logging level on the Cisco EGW. Changing the error logging level while troubleshooting increases the amount of functional detail that will be available to the Cisco TAC in your system logs. You can find information on changing the error logging level in the Cisco EGW Administration tool on-line help system.

Caution Do not change the error logging level for your system unless instructed. Changing the error logging level for your system greatly decreases call throughput for the Cisco EGW.

System Logs

The Cisco EGW software continuously generates log files of various system information, including operational measurements (OMs) and platform logs. The Cisco TAC can use these logs to obtain statistical information about the calls processed by the system and network events such as delays or service-affecting conditions. The Cisco TAC can download these logs as necessary when troubleshooting a problem with your system.