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PRODUCT
GUIDE

Unify OpenScape 4000 Assistant V11

VoIP Trace Optimization (IPTrace)

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Help
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1 Introduction

VoIP Trace Optimization (IPTrace) is a service application that provides centralized network and GW trace collection.

The customer requires a centralized network and gateway trace configuration and collection solution for service technicians, BLS and GVS. Previously, network and GW traces were collected at the customer site, and each GW trace settings are configured separately on each GW. IPTrace eliminates the requirement to collect GW and network traces at the customer site by providing a remote and centralized trace collection. In addition, IPTrace provides a way to schedule the trace collection. The user interface allows the user to define, schedule and collect a new trace collection and observe the trace collection status.

The feature is available for the OpenScape 4000 Assistant only.

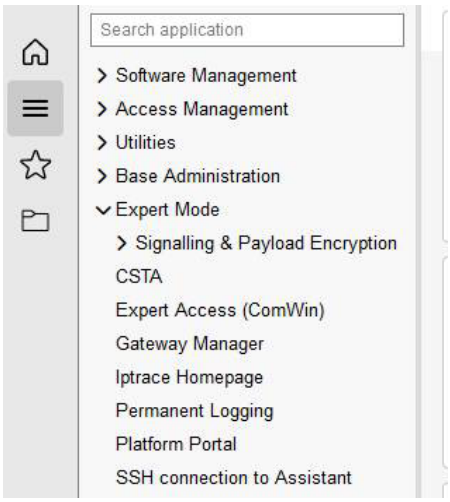
1.1 User Interface

The user interface of IPTrace consists of Java applets which are started in a web browser. It contains six views which are designed for defining and scheduling trace collection, observing trace collection status, activating/deactivating trace profiles, defining libpcap format filters, manage trace files and set administration settings:

1. The Main Dialog displays a summary of the existing gateways and the trace collection status related to the individual gateways.
2. The Configuration Dialog contains optional parameters that allow the user to configure and schedule the traces for gateways.
3. The Profile Dialog is used to select one or more trace profiles to be activated on the gateway.
4. The Filter Definition Dialog is used to define network sniffer filters.
5. The File Manager Dialog is used to download and/or delete trace files.
6. The Administration Dialog is used to change administration settings.

After enabling the **IPTrace** option under **Assistant–>Base Administration–>Application Control** from the OpenScape 4000 Assistant LaunchPad, the IPTrace **Main** dialog can be accessed via **Assistant–>Diagnostics–>IPTrace** .

Figure 1. Accessing IPTrace from LAP2

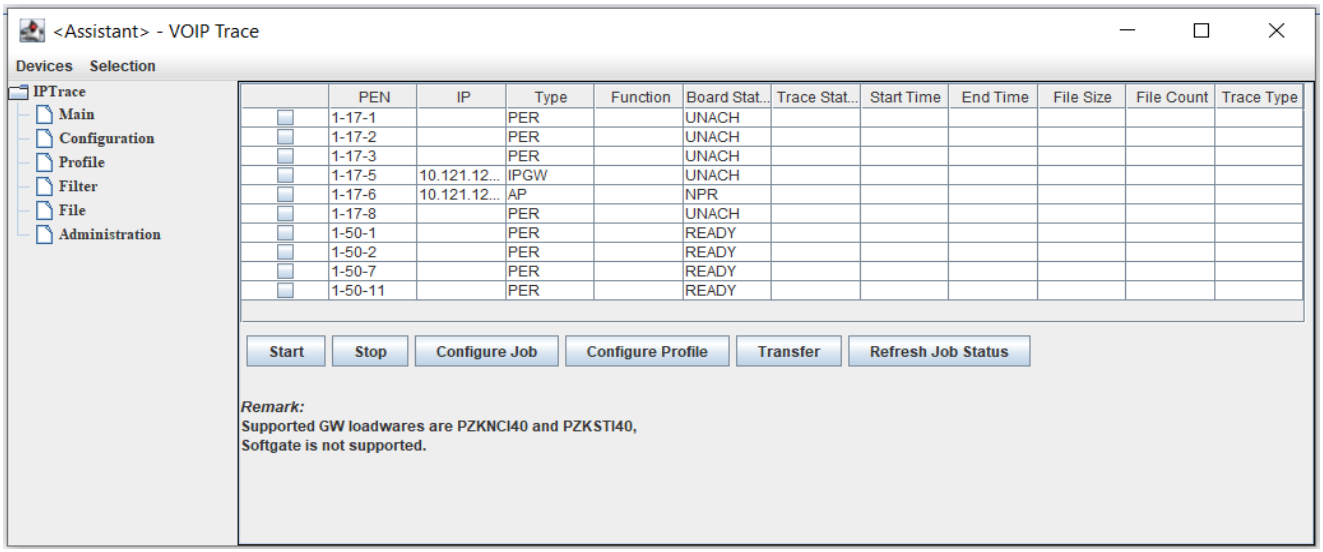


1.2 Main Dialog

The **Main** dialog contains a tree structure for switching between different views. By default, the **Main** dialog is displayed, showing

- a list containing GW information and the trace collection status,
- a menu bar with the options **Devices** and **Selection**,
- a check box for each GW line, and
- the five buttons **Start**, **Stop**, **Configure Job**, **Configure Profile** and **Transfer** to control and configure trace collection.

Figure 2. The IPTrace **Main** dialog



From this interface, the following operations can be started:

1. Start, stop, and view the trace collection status from the list in the main panel.
2. Access the Configuration dialog.
3. Access the Profile dialog.
4. Transfer the collected traces to a local computer.
5. Connect the Gateway WBM and console.

1.2.1 Gateway and Job List

The **Gateway** and **Job List** shows a listing of gateways on the system. Each row in the list displays information on a specific gateway. The contents of this list can be sorted by clicking on any of the column headers; by default the column is sorted by the PEN number.

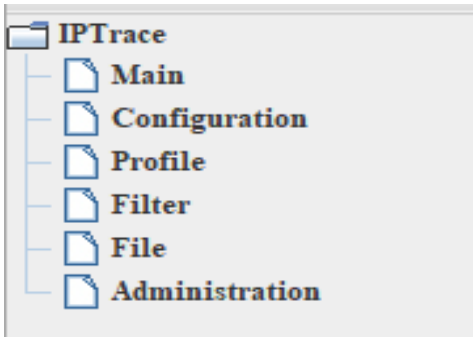
- The **PEN** number displays the Port Equipment Number assigned to the device.
- The **IP Address** is the IP of the board. The IP address is unique for each board.
- The **Type** shows which kind of Gateway board is listed.
- The **Function** indicates the function of the GW.
- The **Board Status** displays the status of the Gateway board. Possible values are: DEF,NL,NPR/UNACH,LOCK,READY, and SOFTLOCK.
- The **Trace Status** indicates the status of the traces. Possible values are: Ready, Waiting, Running, Successful, Failed, Stopped and Scheduled.
- The **Start Time** displays the start time of the gateway trace collection.

- The **End Time** displays the end time of gateway trace collection.
- The **Trace Path** displays the storage path of the trace in the system.
- The **File Size** displays the size of the trace file.
- The **File Count** displays the number of trace files.
- The **Trace Type** displays the selected trace type (GW, Network, or GW + Network).
- The **SSH Link** provides a way to reach the GW console over ssh.
- The **WBM Link** redirects the user to the GW WBM interface.

1.2.2 Trace Activation

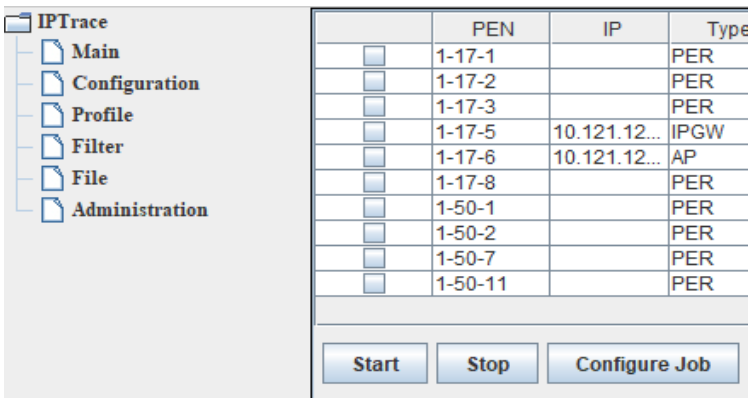
To start the trace collection, a network filter should be defined first. Network filters are used for the network trace collection. To access the **Filter Definition** dialog, click the **Filter Definition** link on the left side of the **Main** dialog. For details on the definition of filters, see the Filter Definition Dialog.

Figure 3. Accessing the **Filter Definition** dialog



In the second step, select the boards to be configured by clicking the checkboxes next to each GW line. Press the **Configure Job** button to launch the **Configuration** dialog. For details on the definition of filters, see the Configuration Dialog.

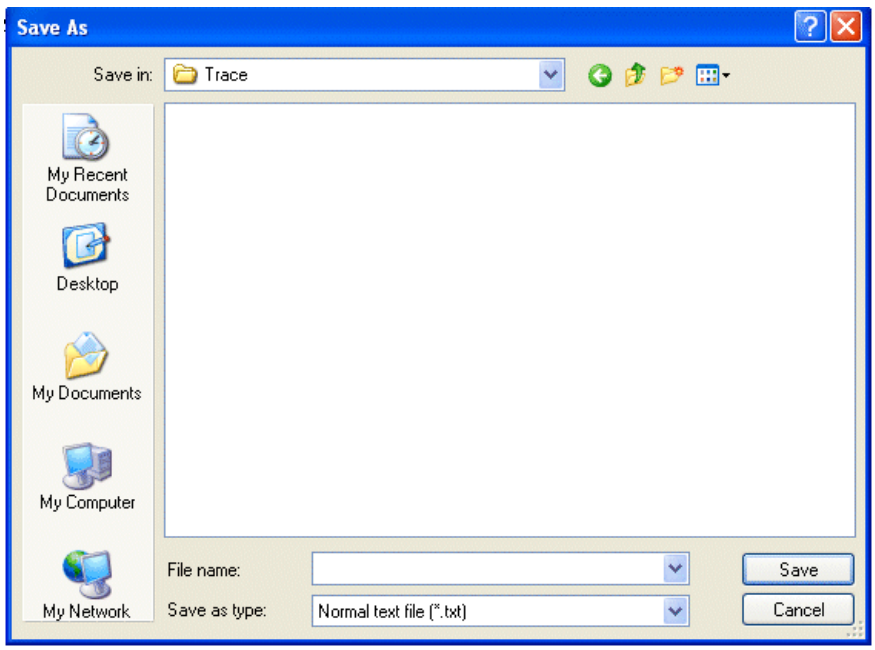
Figure 4. Accessing the **Configuration** dialog



To activate the trace collection, select the corresponding gateways by enabling the checkboxes next to them and press the **Start** button.

To transfer the trace files of a completed trace job from the server to a local machine, select the corresponding gateways and press the **Transfer** button. A file browsing dialog will be opened prompting you to select a directory where the collected files are to be saved. Each trace file for a different GW will be saved in a different directory.

Figure 5. Saving Collected Trace Files



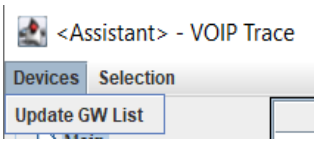
1.2.3 Trace Deactivation

To stop a running collection process, select the corresponding gateways by enabling the checkbox next to them and press the **Stop** button.

1.2.4 Devices Menu

The **Devices** menu is at the top left corner of the **Main** dialog. This menu is used for gateway list-specific functions.

Figure 6. The **Devices** menu



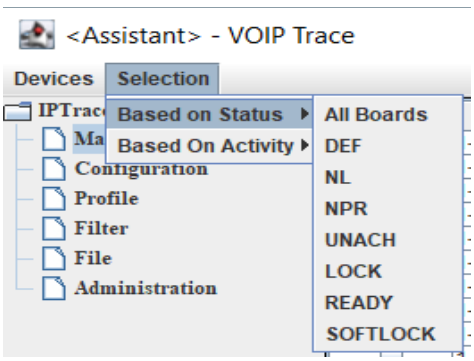
The **Update GW List** option retrieves the gateway list from the switch and displays the updated list in the **Main** dialog.

1.2.5 Selection Menu

The **Selection** menu is located next to the **Devices** menu. This menu is used to select display filters.

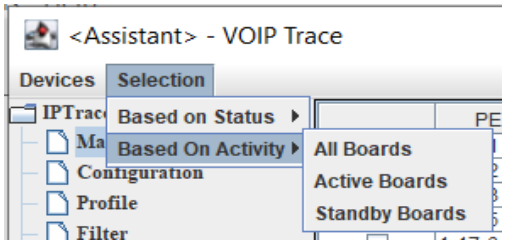
If you select **Based on Status** (All Boards,DEF,NL,NPR/ UNACH,LOCK,READY,SOFTLOCK), the gateways are filtered according to the selected status.

Figure 8. Selection Menu 1



If you select **Based on Activity** (All Boards,Active Boards, Standby Boards), the gateways are filtered according to the selected activity status.

Figure 9. Selection Menu 2

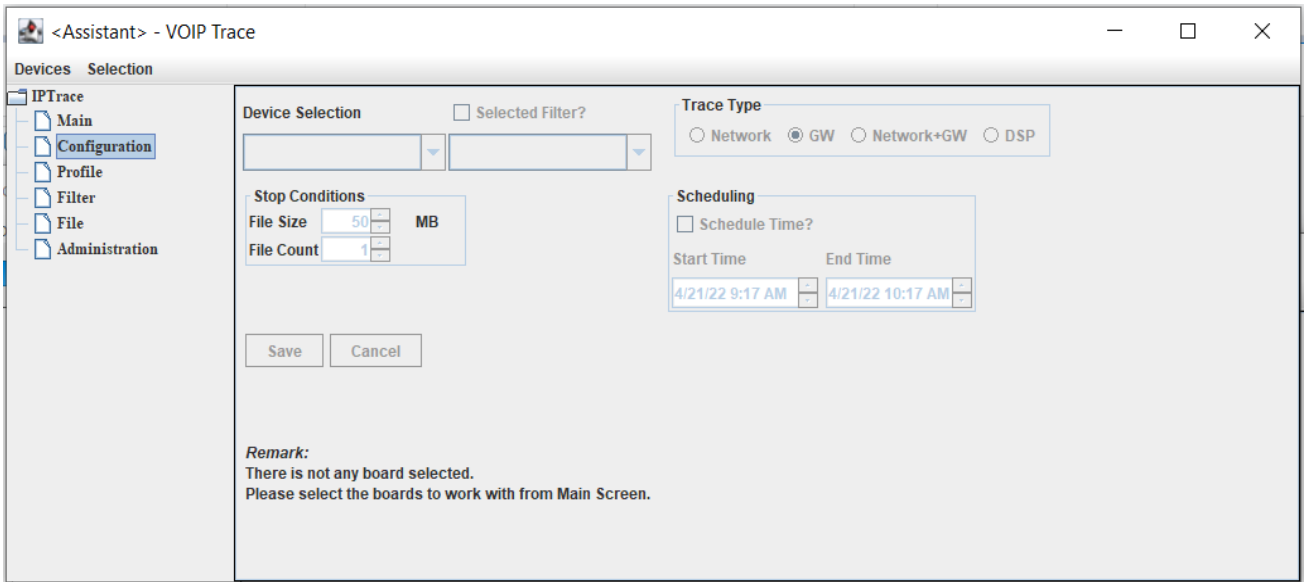

<Assistant> - VOIP Trace
Devices
Selection
Based on Status
Based On Activity
All Boards
Active Boards
Standby Boards
Configuration
Profile
Filter

1.3 Configuration Dialog

The **Configuration** dialog is the place to view/edit trace configurations. It offers the following actions:

- trace scheduling by defining start and end times,
- definition of stop conditions,
- selection of a network filter.
- selection of a trace type.

Figure 10. The **Configuration** dialog



1.3.1 Features of the Configuration Dialog

1.3.1.1 Set the Trace Type

There are three different trace types:

- **GW** trace
- **Network** trace
- **Network + GW** trace.

If only the **GW** trace option is selected, only XTracer type traces will be collected and network traces will not be collected. If only the **Network** trace option is selected, Wireshark type traces will be collected. If the **Network + GW** trace option is selected, both XTracer

and Wireshark traces will be collected. The configuration options for different trace types are different; therefore the **Configuration** dialog will change according to the selected option.

1.3.1.2 Define a Trace Schedule

To schedule a trace collection, check the **Schedule Job** checkbox and define a valid **Start** and **End Time** for trace collection. If scheduling is activated, the trace collection will start according to the scheduled time. If scheduling is not activated, you have to start the trace collection job manually from the **Main** dialog.

1.3.1.3 Define Stop Conditions

You can set the **File Size** and **File Count**. By default, the **File Size** is not specified, and the value of the **File Count** is 1. The stop condition for the **File Size** actually is the total trace size. The total trace size at the stop condition is “file_size * file count”. The trace collection will stop after one of the following two conditions are met: The stop condition is fulfilled, or the scheduled **End Time** has been reached.

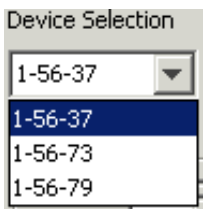
1.3.1.4 Select a Network Filter

A network filter is used to filter the network packets that will be saved. It is important to define a network filter to limit the file size of the generated trace. Select the network filter from the **Filter Selection** combo box.

1.3.1.5 Select the Gateway to be Configured

Select the gateway to be configured from the **Gateway Selection** combo box. To configure a single gateway, select the gateway’s **PEN** from the combo box.

Figure 11. Selecting Gateways



After defining the trace parameters mentioned above, press the **Save** button to save the configuration for the selected gateway(s).

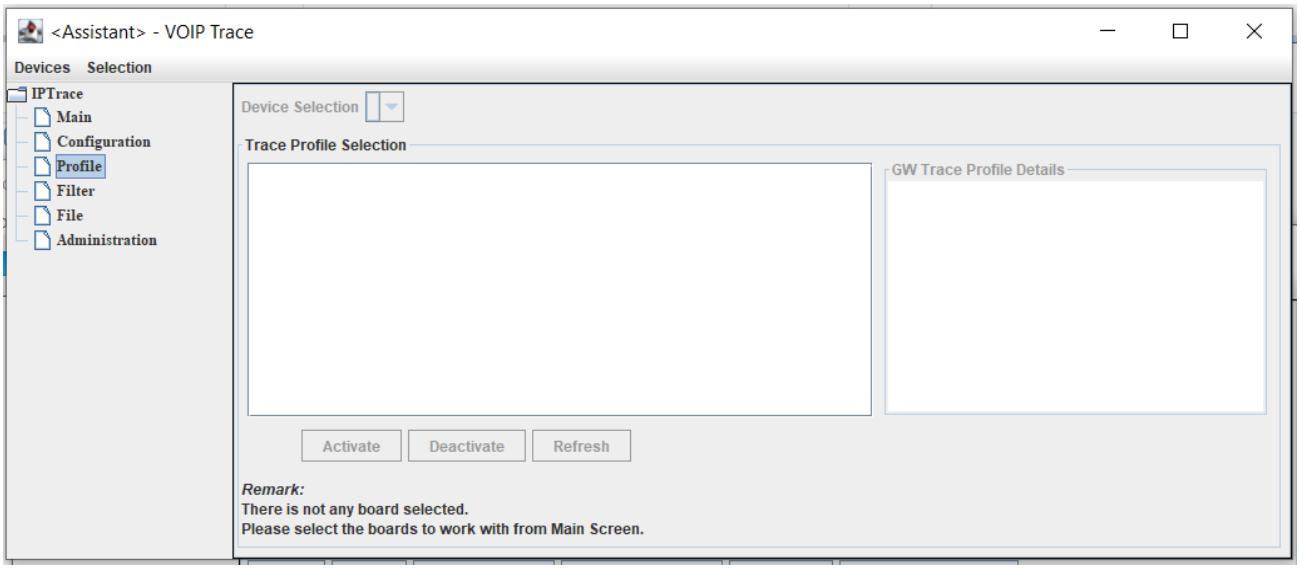
If you select a gateway from the **Gateway Selection** combo box, the existing trace configuration parameters are displayed in the corresponding fields.

1.4 Profile Dialog

In the **Profile** dialog, you can select one or more gateway trace profiles.

For each gateway, a different list of gateway profiles is obtained from the corresponding gateway. You can see the current trace profile configuration on the gateway, and you can activate /deactivate selected profiles instantly without configuring a job. Use the **Refresh** button to retrieve the trace profile configuration from the gateway.

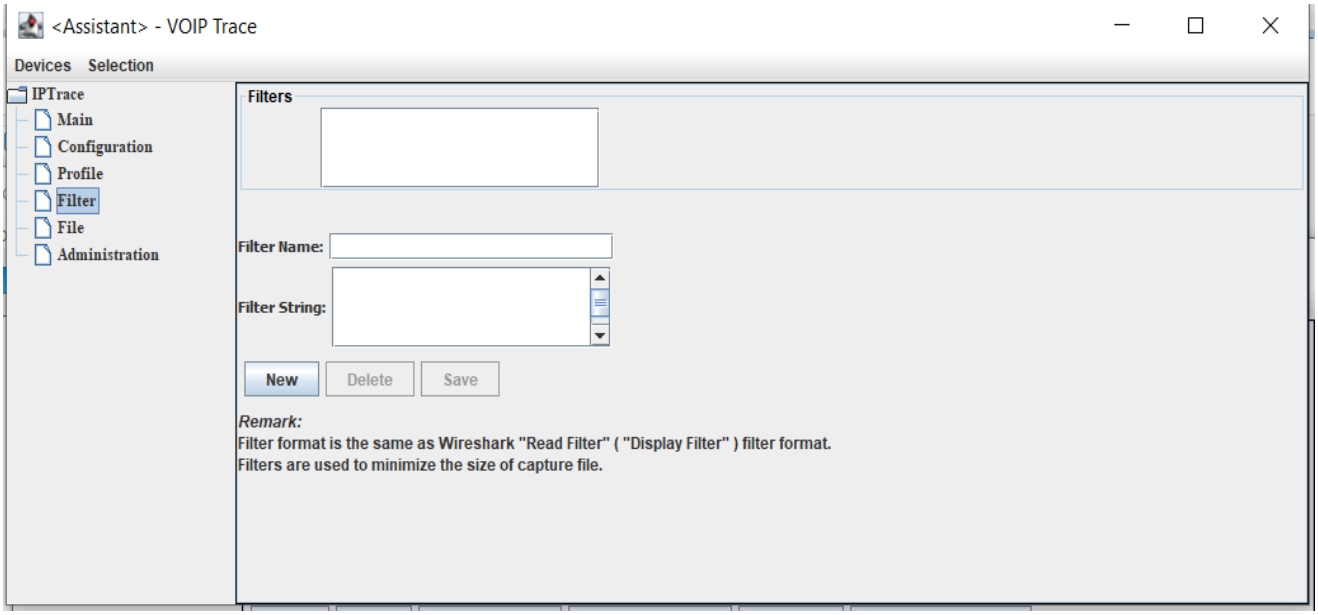
Figure 12. The **Profile** dialog



1.5 Filter Definition Dialog

In this dialog you can define/edit the packet filters in the libpcap filter syntax. These filters will be used as a parameter to trace configurations. The filters defined are saved to be used in later trace configurations.

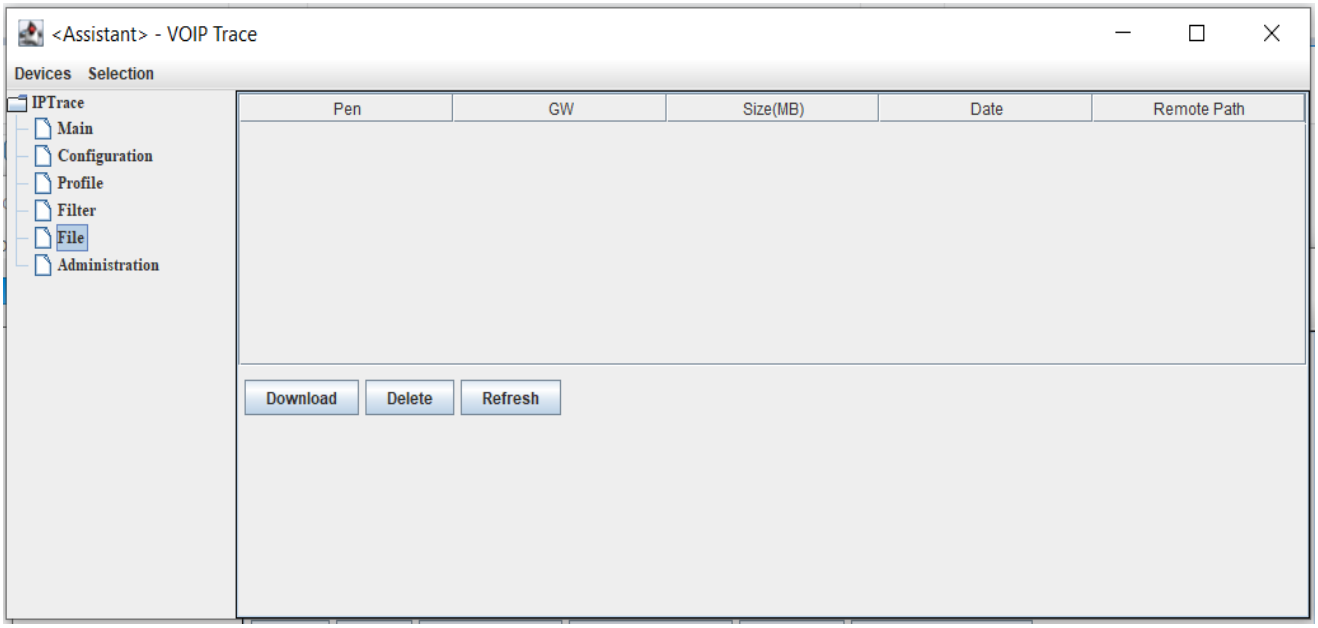
Figure 12. The **Filter Definition** dialog



1.6 File Manager Dialog

In the **File Manager** dialog you can display, download or delete all the trace files that have been collected.

Figure 13. The **File Manager** dialog



1.7 Administration Dialog

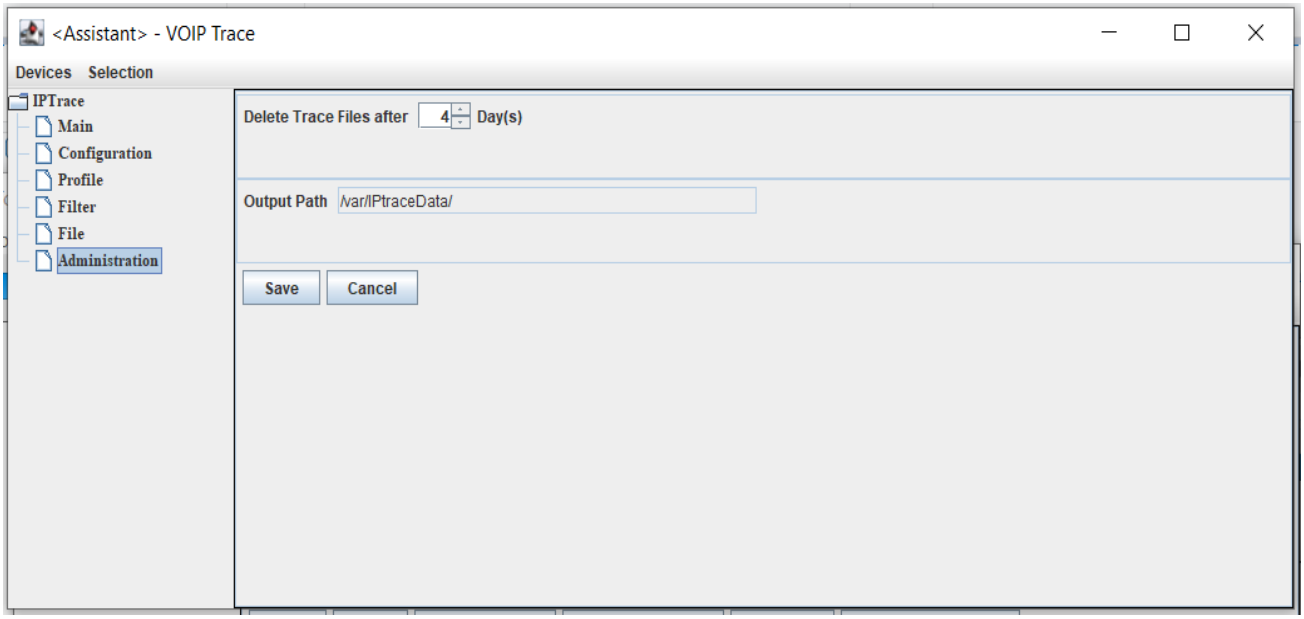
In the **Administration** dialog you can configure general settings.

Using the **Days** combo box, you can set the number of days that trace configurations are stored in the system.

You can set the path in which the trace configurations saved using the **Output Path** field.

After defining the settings, press the **Save** button to save the configuration for the selected gateway.

Figure 14. The **Administration** dialog



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