

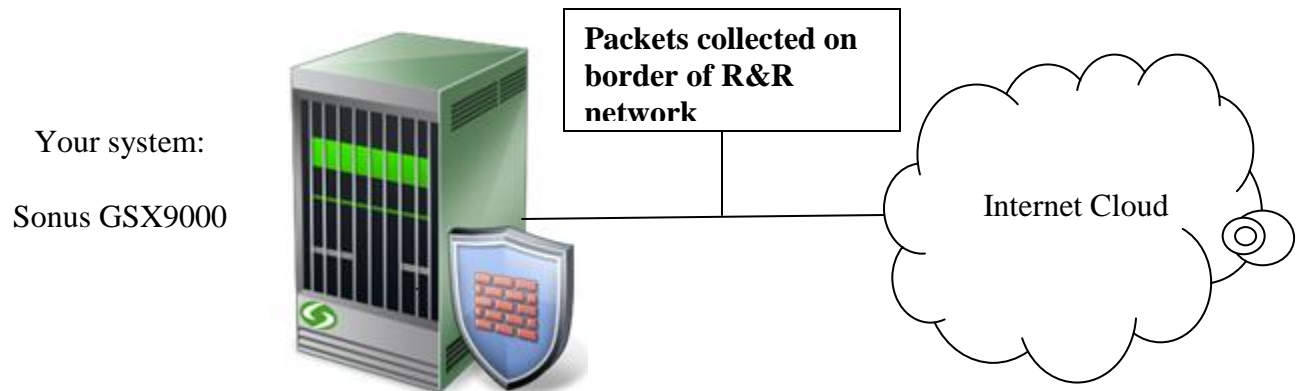
R&R Call trace / Call debug retrieval & analysis

Call traces are used for advanced troubleshooting, they are the most detailed information available about every call and call attempt that passed your system.

R&R makes call traces available in real-time. Please use them in lieu of using on-demand technical support. This will not only save you money, but can also save your time.

Should you need R&R support in understanding captured data, please send filtered capture with Trouble Ticket.

Where traces are collected



What's included in my traces

All traffic that reaches your IP address except RTP streams/voice packets. Since we capture all traffic at the border you will also see traffic that was filtered out by R&R firewall.

Analyzing Call Traces includes several steps:

1. Determine time period for Call Trace
2. Login to Secure FTP server and downloading files
3. Open captures and filter needed call
4. Analyze packet capture

Determine time period for Call Trace

In CDR Search find call that requires advanced troubleshooting. Mark exact time when call entered the system.

If you're looking for a call that did not appear in CDRs - find exact time when attempt was made.

If you wish to have trace for both start and end of the call you might need more than one file from SFTP server. Calculate when call ended and download file with appropriate time stamp. Merge the files (explained later).

CDR Generation Time Zones:

New York: Eastern Standard Time (using Daylight Saving time)

Frankfurt: GMT

Japan: JST (using Daylight Saving time)

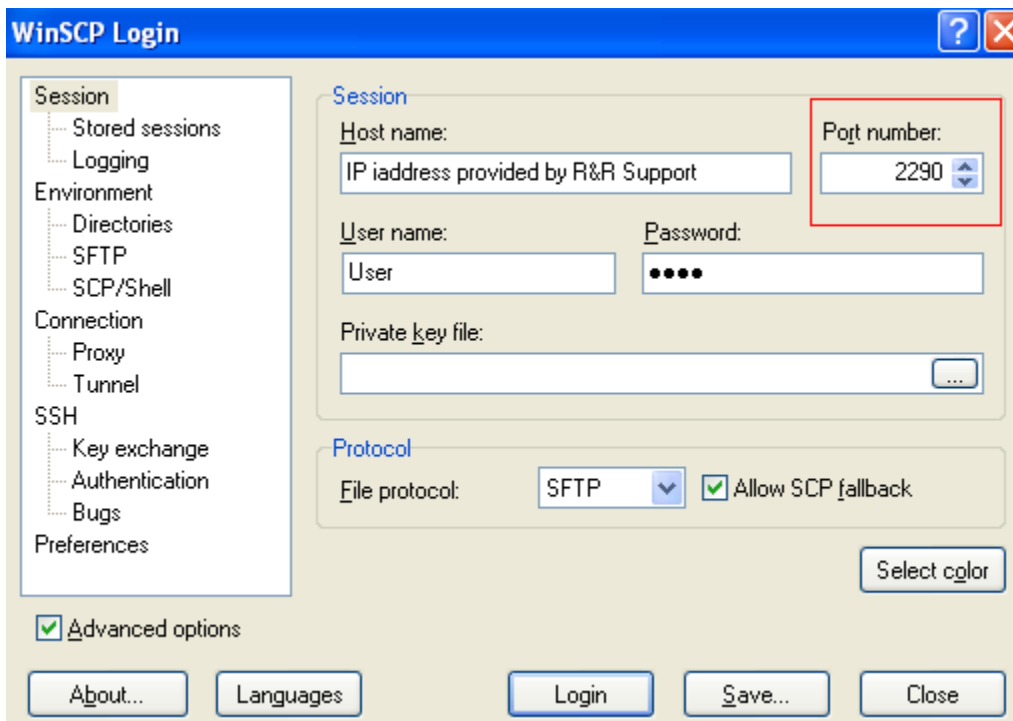
Login to Secure FTP server and download files

To access folders with your traces please download free FTP Client, such as WinSCP <http://winscp.net/eng/download.php>

Install FTP client, obtain login information from R&R Service Representative and create Login Profile as shown below (WinSCP example)

Note that we use port 2290 and SecureFTP (SFTP) protocol.

Also note that your access to FTP server is allowed based on IP you opened R&R User Interface with. If you logged in more than 24 hours ago you might need to restart GUI to refresh your session IP.



When you successfully logged in you see a file directory with Packet Capture files sorted by time.

Name	Ext	Size	Changed
..			3/1/2011 5:34:01 PM
cap1732.pcap.gz		23,426	3/1/2011 5:33:46 PM
cap1731.pcap.gz		14,851	3/1/2011 4:30:02 PM
cap1730.pcap.gz		21,531	3/1/2011 3:54:02 PM
cap1729.pcap.gz		13,776	3/1/2011 3:25:50 PM
cap1728.pcap.gz		24,570	3/1/2011 3:08:21 PM
cap1727.pcap.gz		27,161	3/1/2011 2:51:53 PM
cap1726.pcap.gz		19,430	3/1/2011 2:37:29 PM
cap1725.pcap.gz		26,381	3/1/2011 2:24:36 PM
cap1724.pcap.gz		32,582	3/1/2011 2:12:13 PM
cap1723.pcap.gz		38,033	3/1/2011 1:56:49 PM
cap1722.pcap.gz		42,469	3/1/2011 1:39:58 PM
cap1721.pcap.gz		62,474	3/1/2011 1:26:05 PM
cap1720.pcap.gz		50,967	3/1/2011 1:13:05 PM
cap1719.pcap.gz		43,812	3/1/2011 1:00:53 PM
cap1718.pcap.gz		50,335	3/1/2011 12:48:58 PM

Changed column shows file's Time Stamp. For example file "cap1731.pcap.gz" is covering time interval from 3:54:03PM to 4:30:02PM

Ctrl+Select needed file and hit *F5* to copy them to local computer.

Open captures and filter needed call

After saving capture files locally you can open them with free Wireshark software <http://www.wireshark.org/download.html>

Download and install Wireshark. Open file by right-click “Open With...” and selecting Wireshark.

Call capture will contain ALL calls passed through your switch. If you’re looking to open Trouble Ticket with your Supplier or Buyer you need to make sure that you filtered information that only shows respective call leg.

Sending unfiltered packet capture is like telling all your business secrets.

In most cases inbound and outbound call legs will be shown separately in the Wireshark, so you may use VoIP Calls filtering in Wireshark (see below),

Alternatively you can filter by remote IP:
ip.addr==10.10.10.100

Analyze packet capture

Packet capture analysis requires advanced technical knowledge of H,323 and SIP protocols. R&R has posted manual on Troubleshooting that we strongly recommend to read.

[R&R VoIP Troubleshooting Manual](#)