How to Get Packet Capture from VXML Gateway for Signal and Voice Analysis

Contents

Introduction

This document describes how to get a packet capture (pcap) from a VXML Gateway for signal and voice analysis.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Unified Customer Voice Portal (CVP)
- Voice Extensible Markup Language Gateway (VXML GW)
- Whireshark tool

Components Used

This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Take Packet Capture on VXML Gateway

You can get a pcap to check signaling and media from the Cisco VXML GW with this procedure for interface **g0/0**. You need to change inteface name in the command to the appropriate one.

```
conf t
ip traffic profile test mode capture
bidirectional
exit
```

```
int g0/0
ip traffic apply test size 20000000
end

traffic int g0/0 clear
traffic int g0/0 start
```

VXML gateway capturing traffic, so make a test call and quickly stop the packet capture.

```
traffic int g0/0 stop
```
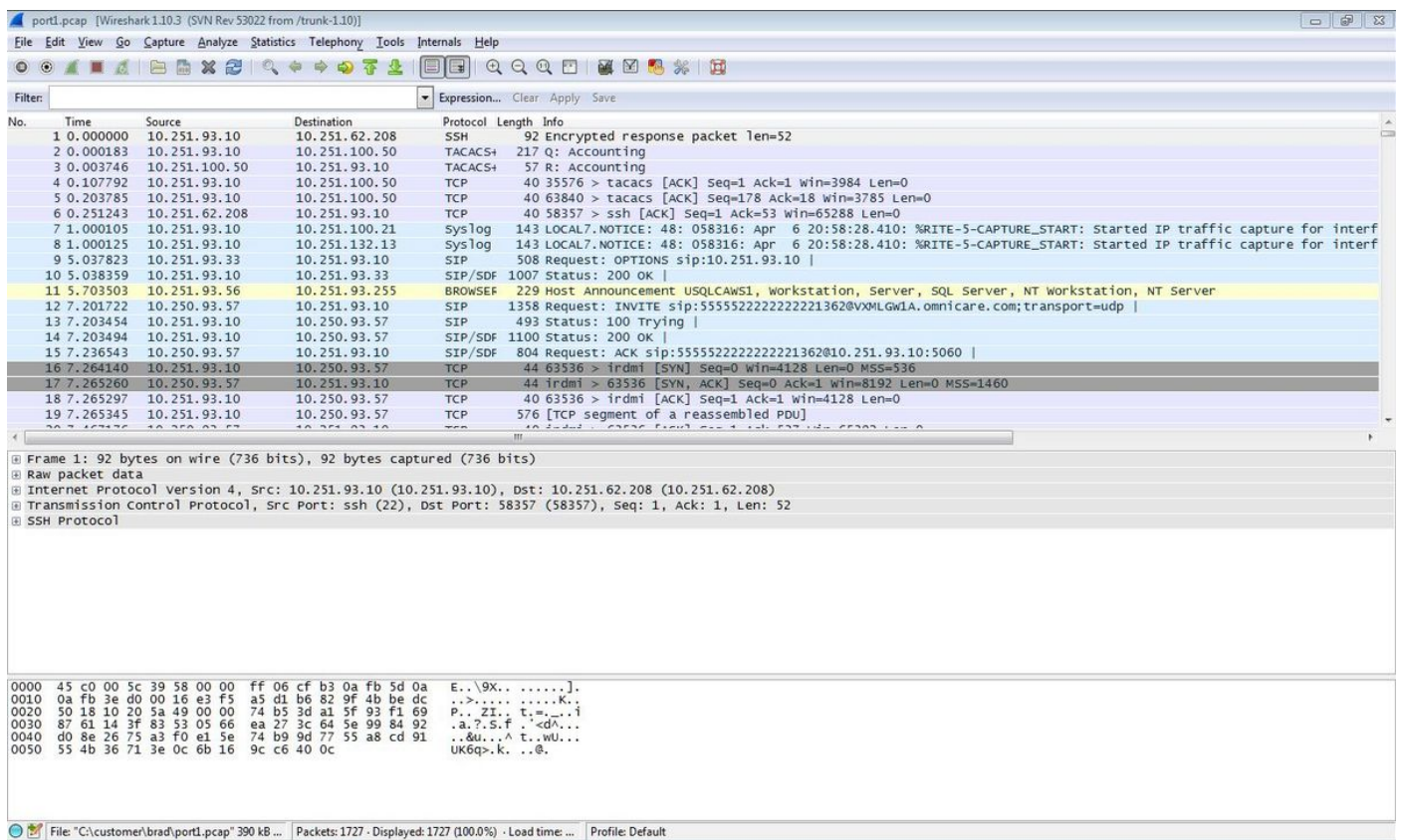
In order to copy the pcap to an TFTP server type this command.

```
traffic int g0/0 copy tftp://x.x.x.x/g00.pcap
```

In order to copy the pcap to an FTP server type this command.

```
traffic int g0/0copy ftp://username:password@x.x.x.x/g00.pcap
```

The screenshot shows the pcap file **port1.pcap** opened with Wireshark tool.

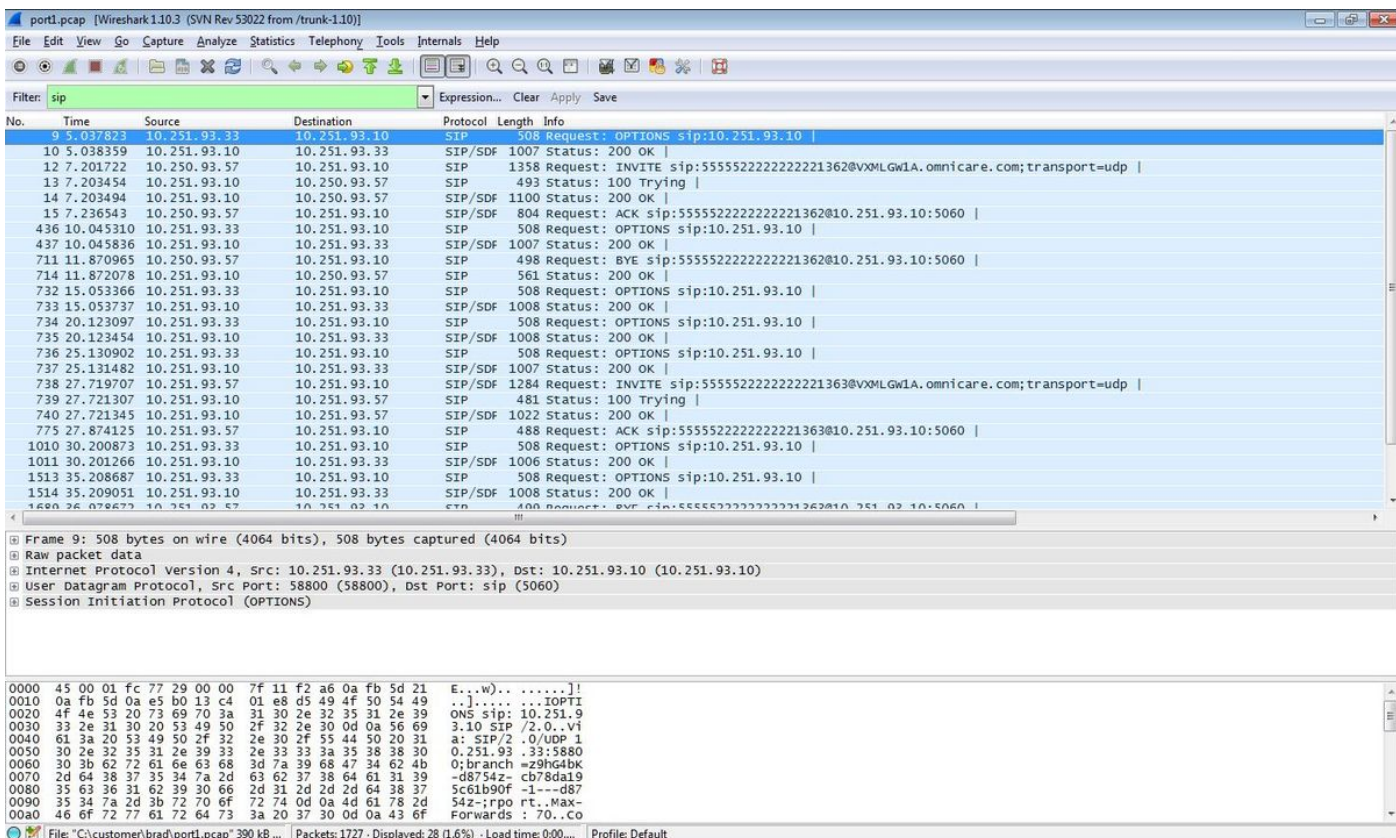# Verify

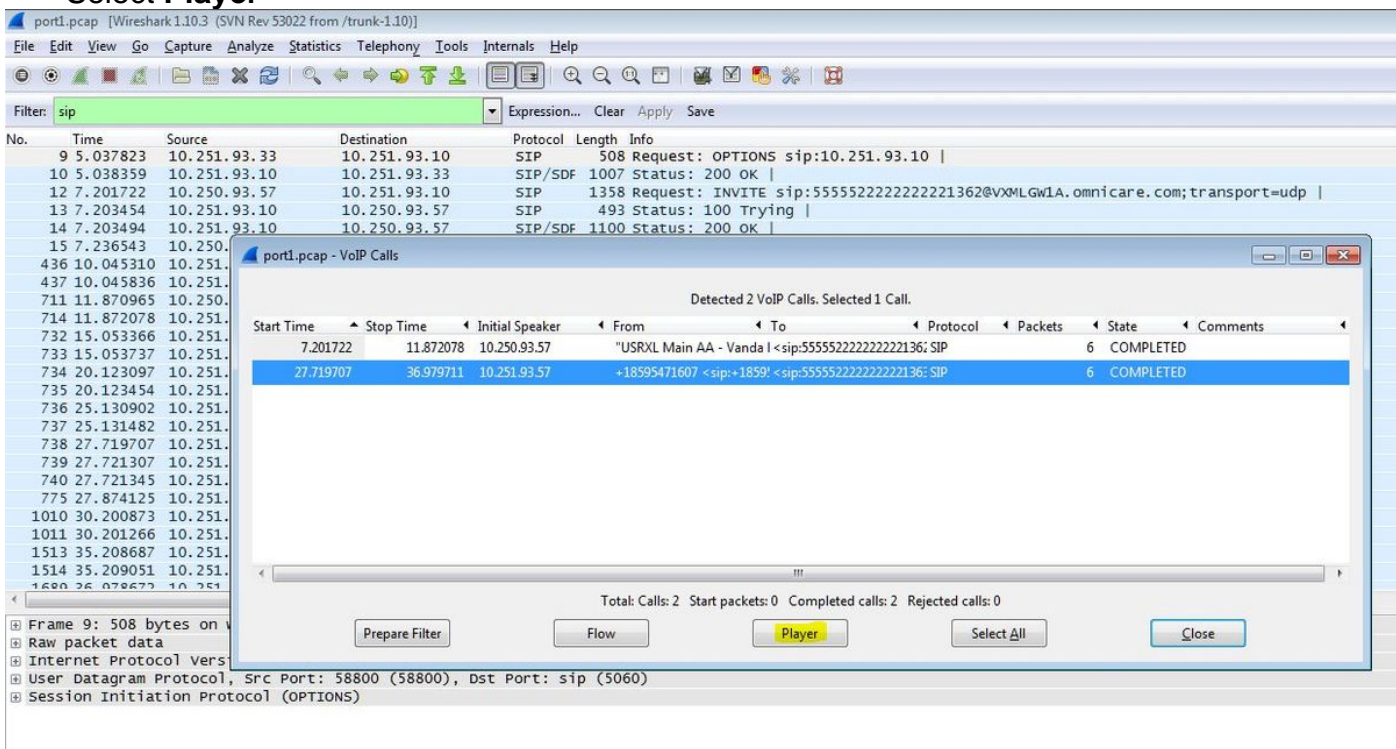In order to verify that the packet capture is valid use this procedure.

Step 1. Filter sip signalling.

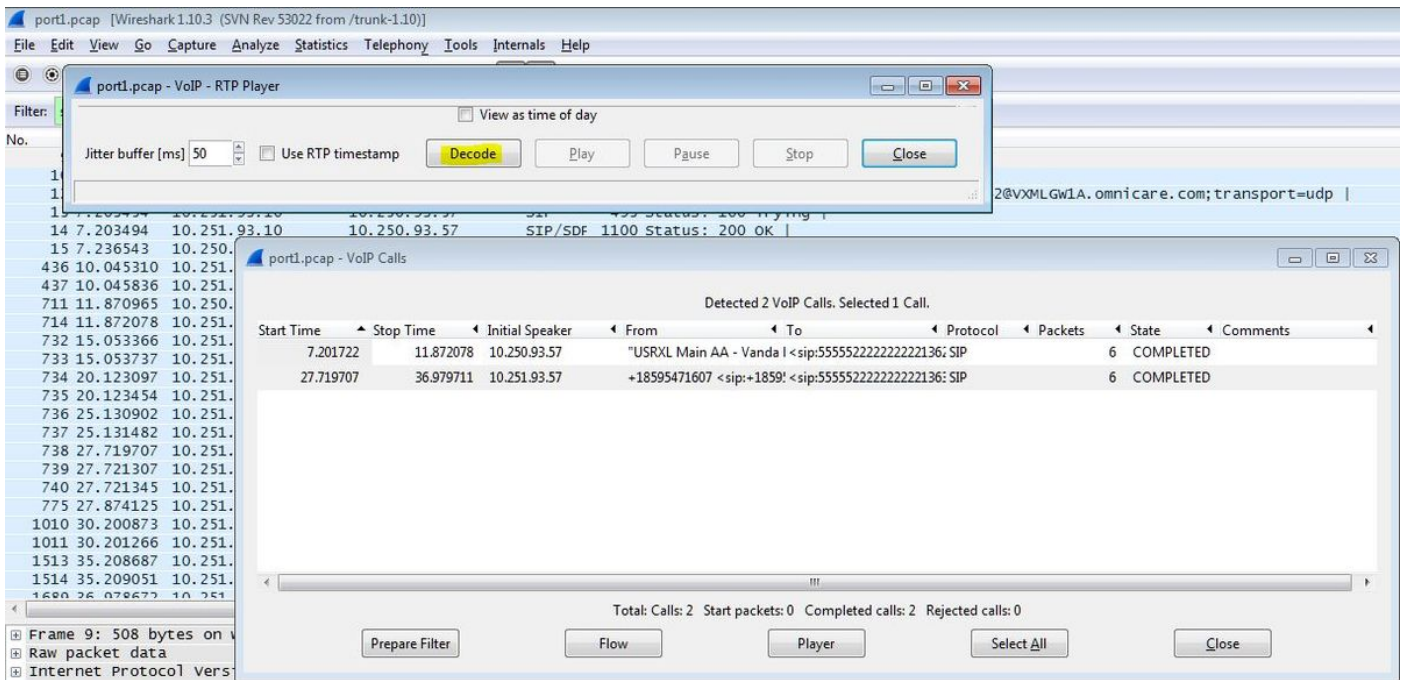Enter **sip** keyword in **Filter** textbox.

Step 2. Open the RTP streams with Wireshark Player.

- Navigate to **Telephony - Voip Calls**
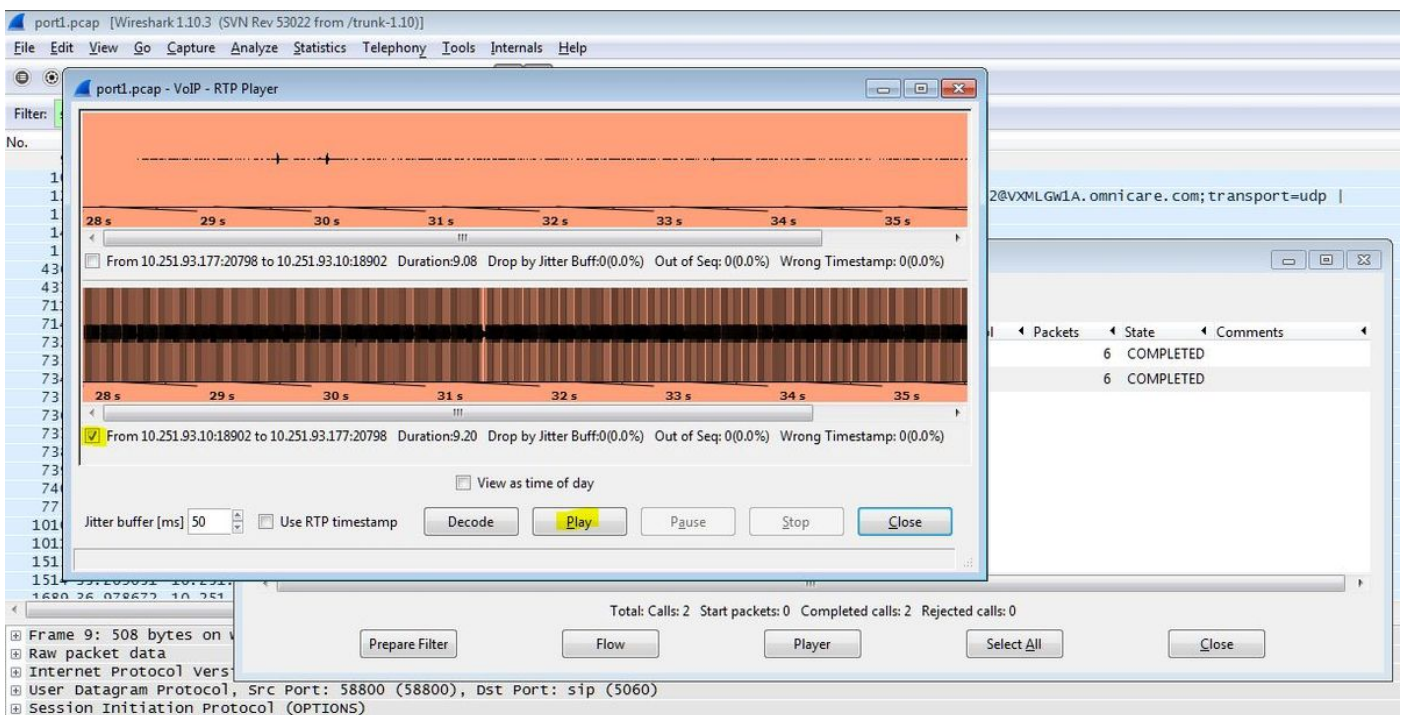- Choose the call in question
- Select **Player**

Step 3. Click **Decode.**

Step 4. Playback the recording.

In order to playback the recorded conversation select the decoded graph for the call in question and select **Play**.

The procedure described can be used to troubleshoot issues with audio quality, one-way audio or dead air conditions.

These debug commands can be typed on the VXML gateway for additional diagnosis.

```
debug ccsip mess
debug ccsip error
debug voip ccapi inout
debug voip dialpeer inout
debug http client all
```

```
debug voip application script
debug voip application vxml
debug voip rtp session named-events
debug voip rtp sess nse
debug voip rtp
```