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## **Guide to Remote Trace Viewer**

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# 1 About This Document

## 1.1 Intended Audience

This document is for administrators who use Remote Trace Viewer to troubleshoot possible problems with the system.

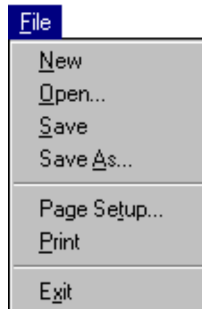
Having a basic knowledge of Zeus and Microsoft® Windows® is helpful but not required.

## 1.2 Conventions Used In This Document


This manual uses several conventions to help you learn to use the program quickly and easily.

The names of some buttons in Remote Trace Viewer's windows and dialogs have an underlined letter that represents a shortcut key. Pressing a button's shortcut keys is equivalent to clicking the button. Procedures in this manual reflect shortcut keys if they are available.

The “▶” symbol in a procedure identifies a situation where you must click a series of menus or commands, such as opening the File menu and clicking the Print command (see the following figure):



Menus and dialog options that have an underlined letter in their name represent the shortcut key assigned to the menu or option. Pressing the shortcut keys assigned to the menu or option is equivalent to clicking the menu or option. For example, the following figure shows a sample menu that uses shortcut keys. Procedures in this manual reflect shortcut keys if they are available.

The Caution and Warning symbol, , indicates information or a step that could be potentially dangerous, such as a step that could permanently affect the database or a user's access to the program.



The light bulb, , indicates a tip or information that will help you in using this document.

### **1.3 Disclaimer**

This document is provided to you for informational purposes only and is believed to be accurate as of the date of its publication, and is subject to change without notice. Telegato LLC assumes no responsibility for any errors or omissions in this document and shall have no obligation to you as a result of having made this document available to you or based upon the information it contains.

### **1.4 Logging In**

To log in to the System Management Console refer to the Logging In Guide.

## 2 Introducing Remote Trace Viewer

The Remote Trace Viewer program is a configurable line-monitoring feature that displays trace output and event information generated by one or more Zeus applications running on a system. Which trace messages are generated by a Zeus application is specified in the System Information application.

Use the Remote Trace Viewer program to monitor different information elements, such as status messages, script execution, and telephony events occurring on lines handling calls. The program includes the following features:

- pause and restart feature
- filters customize the trace results displayed
- find feature for finding any part of a trace result
- real time copy traces to a file
- write and copy feature for saving trace results

Each Zeus system has a Trace Relay application running. It is the job of the Trace Relay to receive all traces generated by all Zeus applications on a system and forward them, using TCP/IP, to all Remote Trace Viewers that have connected. This allows a Remote Trace Viewer the ability to be run on the same system or from any location on the network.

### 2.1 Starting Remote Trace Viewer

To start Remote Trace Viewer,

- 1 Open Windows Start menu and click Programs ▶ Telegato ▶ Remote Trace Viewer.  
  
A Host Configuration dialog opens for selecting a host to monitor.
- 2 Open the Host Name list and select the remote host to which you want to connect.  
  
The Host Name list contains all available hosts.
- 3 Click OK.

The main window of the Remote Trace Viewer opens and shows the last 50 trace results.

**Notes:**

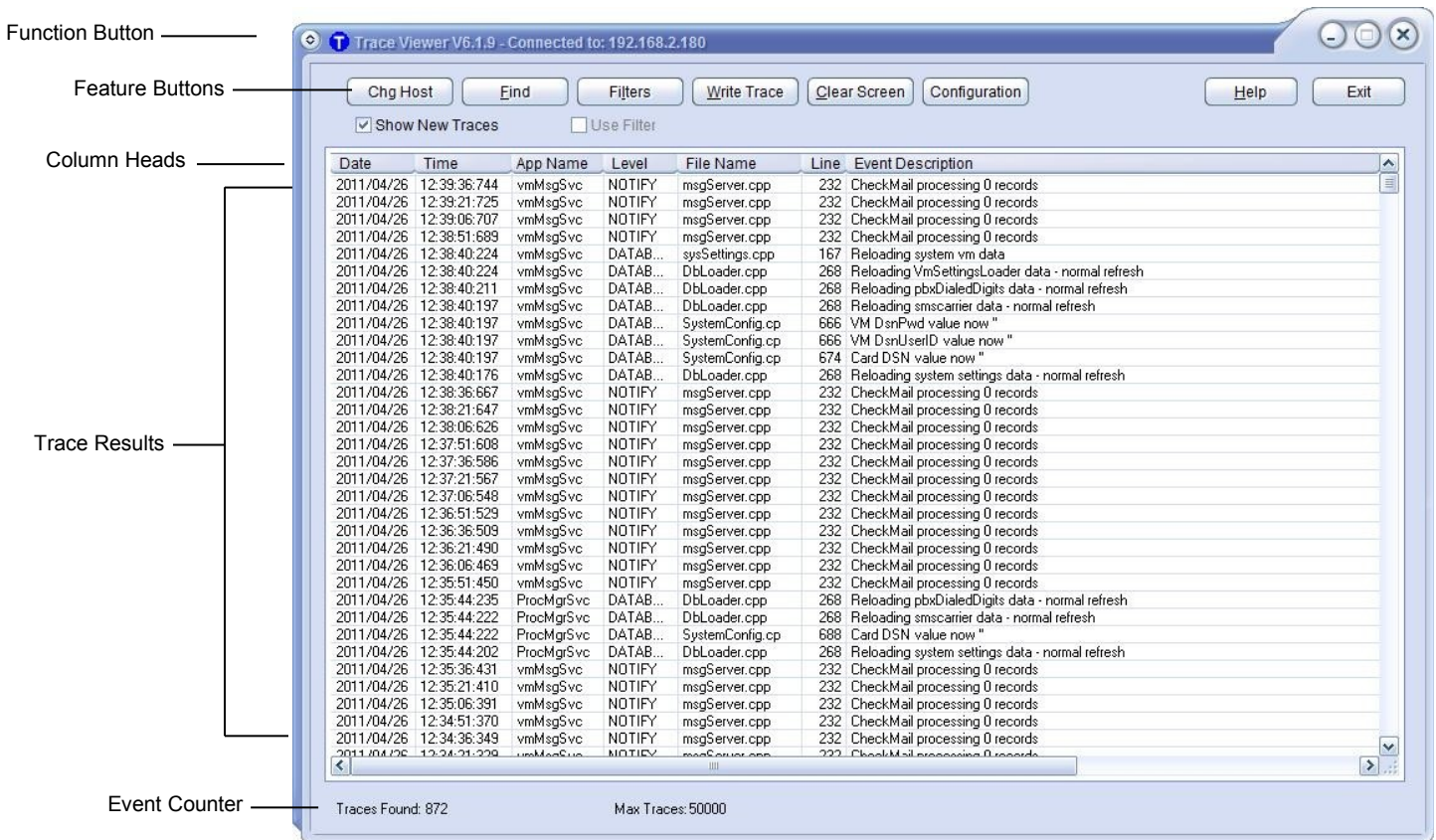
- Remote Trace Viewer fails to receive and display trace results if the Trace Relay program is not running on the host to which Trace Viewer is connected. See the *Zeus User's Guide* for information on Trace Relay.
- Trace Relay sends event in real time to all connected Remote Trace Viewers. Trace Relay always keeps the last 50 trace messages and immediately sends them to any newly connected Remote Trace Viewer.
- If all Telegato applications are closed, existing tracing information will be lost.

## **2.2 Using the Remote Trace Viewer Window**

The Remote Trace Viewer window, shown in Error: Reference source not found, displays the trace results as they occur. Use the row of options along the top of the window to access Remote Trace Viewer's features and to exit the program. The Status bar at the bottom of the window shows the number of events Remote Trace Viewer is currently displaying and the maximum number of events it can display.

The Function button contains the Restore, Move, Size, Minimize, Maximize, Close, and About Remote Trace Viewer functions. To access these functions, click the Telegao logo button.

The following is a sample image of the Remote Trace Viewer Main Window:



### 2.3 Stopping and Restarting the Remote Trace Viewer Display

The Remote Trace Viewer window updates in one-second intervals. Remote Trace Viewer adds newly received trace results to the top of the list and automatically scrolls the window to keep the most current trace results displayed.

Because the Trace Viewer window is constantly scrolling when it receives new trace results, locating and reading a trace result can be difficult. For this reason, Remote Trace Viewer allows you to stop and restart trace results from displaying.

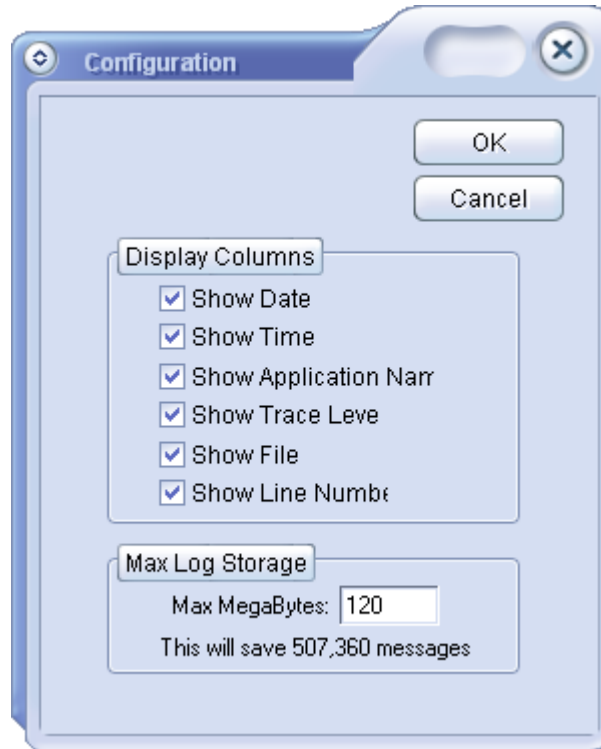
To stop the Remote Trace Viewer window so that newly received information does not display, clear the Show New Traces check box or click on any trace line.

To have the Trace Viewer window begin displaying newly received trace results again,

- Select the Show New Traces check box.

### 2.4 Specifying Viewable Columns

Sometimes you may not want to see all the columns so that more of the trace information description can be seen. To change which columns are being displayed press the “Columns” button. The following is a sample image of the Specifying Columns dialogue:



Unselect any columns you may not want to see and press OK. The window will be repainted and show the columns that remained checked when you pressed OK.

## 2.5 Finding a Trace Result

The Find feature searches for specified text within the fields listed in the trace results. The Find feature uses the “Match Case” check box to determine case sensitivity and does not support searches with a wild card (\*). It can search using partial words.

To find text in the trace results,

- 1 Click Find to open the Find dialog (see Error: Reference source not found).
- 2 Click the Find What box and type the text you want to find.
- 3 Click Find Next.

The Find feature finds the first instance of the query and highlights it. To find the next instance, press F3 or open the Find dialog and click Find Next with the “Down” radio button selected. To find the previous instance, press shift and F3 or open the Find dialog and click Find Next with the “Up” radio button selected. The search will start below the highlighted line and continue down the list.

**Note:** The search only runs down the list.

The following is a sample image of the Find Feature dialogue:



## 2.6 Filtering Trace Results

To eliminate unwanted trace information, you may want to apply a filter. You can filter trace results by any of the following criteria:

- File Name
- System Name
- Event Description
- Trace Types

### 2.6.1 Filtering Trace Results by File Name, System Name, and Event Description

When filtering by File Name, System Name, and Event Description, you can filter the results that display by using the *Show only traces with this name* and the *Show only traces without this name* options. As an example, if an error occurs on a specific Telco line, you can narrow the number of trace results by using the *Show only traces with this name* option to list only the results with known or suspected errors. Or, you could use the *Show only traces without this name* to remove error-free trace results.

When specifying a file name, system name, or event description, note that filters are not case sensitive. The File Name and System Name tabs require accurate text, but the Event Description tab will accept partial text and phrases.

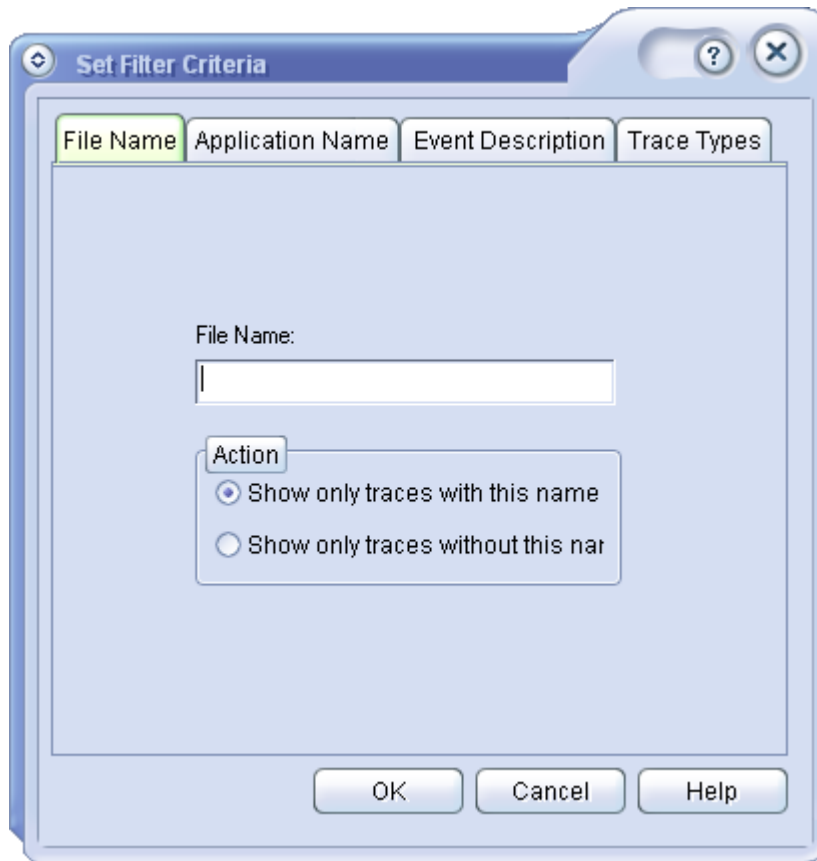
To filter trace results by file name, system name, and/or event description,

- 1 Click Filters from the Remote Trace Viewer window.

The Set Filter Criteria dialog opens (see Error: Reference source not found).

- 2 Select the tab matching the type of filter you want to set.
- 3 Type the file name, system name, or event description in the space provided.
- 4 Select one of the Action options to specify if you want to show traces with or without the name/description.
- 5 Set another filter if necessary.
- 6 Click OK.

The following is a sample image of the Set Filter Criteria dialogue:



## 2.6.2 Filtering Trace Results by Trace Type

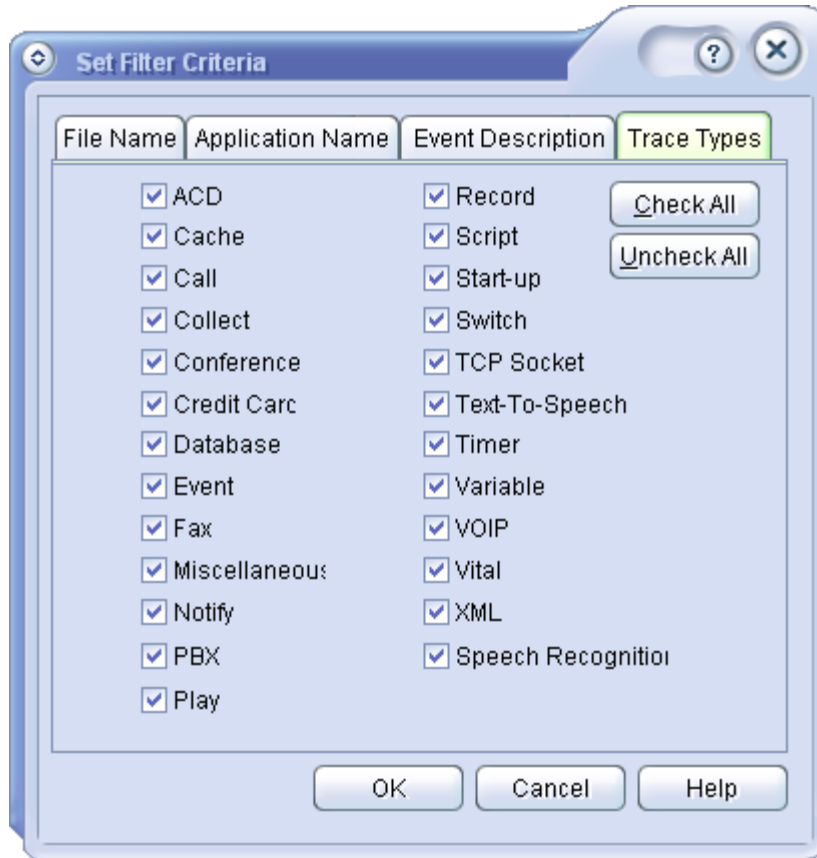
The Trace Types tab includes the types of information available to trace. The trace types listed match those listed in the Line Properties dialog box of the Remote Client program (see Chapter 3 of the *Remote Client User's Guide* for more information).

By selecting and clearing the check boxes in the Trace Types tab, you control the types of tracing that appear in the trace results. Error: Reference source not found shows an example of the Trace Types tab.

To filter trace results by trace type,

- 1** Click Filters from the Remote Trace Viewer window.  
The Set Filter Criteria dialog opens.
- 2** Select the Trace Types tab.
- 3** Clear the check boxes matching the type of trace information you want to filter from the results.  
Click Uncheck All to clear all of the check boxes.
- 4** Select the check boxes matching the type of trace information you want to include in the trace results.  
Click Check All to select all of the check boxes.
- 5** Select another filter tab if you want to further filter trace results.
- 6** Click OK.

The following is a sample image of the Trace Types Tab in Set Filter Criteria dialogue:



### 2.6.3 Clearing Filters

To clear a file name, system name, and/or event description filter,

- 1 Click Filters from the Remote Trace Viewer window.
- 2 Select the tab matching the filter you want to clear.
- 3 Delete the text that specifies the filter criteria.
- 4 Clear any other filter if necessary.
- 5 Click OK.

To clear a trace type filter,

- 1 Click Filters from the Remote Trace Viewer window.
- 2 Select the Trace Types tab.

- 3 Select the trace type check box you want to clear as a filter.
- 4 Clear any other filter if necessary.
- 5 Click OK.

### 2.6.4 Toggling the Filter On and Off

Selecting and clearing the Use Filter check box in the Remote Trace Viewer window turns the filter on and off. When you turn off the filter, Remote Trace Viewer keeps your filter settings saved but does not use them.

To turn the filter off,

- Clear the Use Filter check box.

Remote Trace Viewer displays all trace results.

To turn the filter back on,

- Select the Use Filter check box.

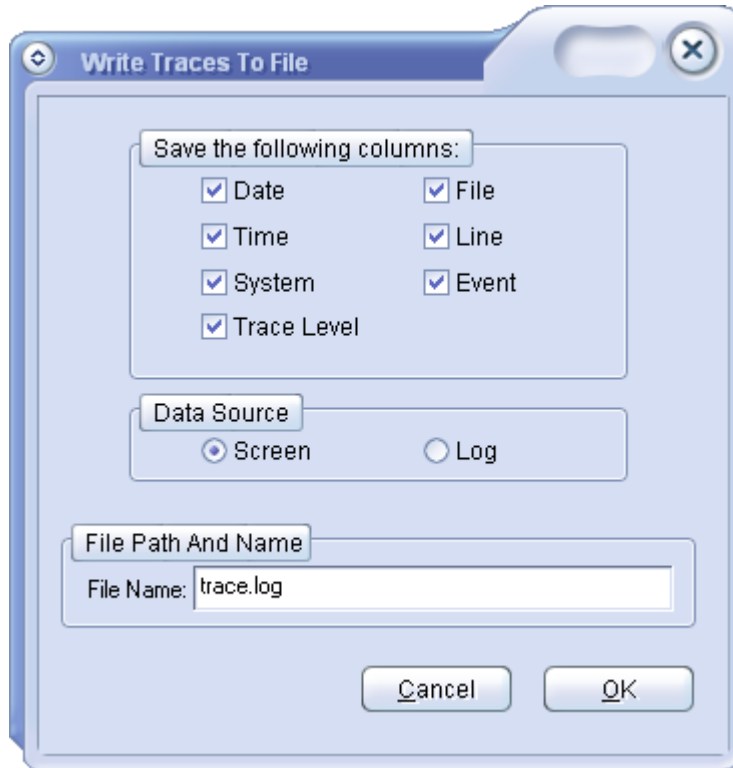
Remote Trace Viewer displays trace results based on your filter settings.

## 2.7 Writing Trace Results to a File

The Write Trace feature saves the current trace results to a file. You can choose to name the trace file or use the default trace file called `traceout.log`. Remote Trace Viewer saves the trace file to the working directory, which is the directory from which you launch Remote Trace Viewer. View the saved trace results using a text editor such as Notepad, WordPad, or Word.

Remote Trace Viewer saves only the displayed trace results to the file. For this reason, a filter will impact the trace results that are written to the file.

The following is a sample image of the Write Trace Feature dialogue:



To write a trace file to the working directory,

- 1 Click Write Trace from the Remote Trace Viewer window.
- 2 Select the columns you want included in the file.
- 3 Type the name of the file you want the trace results written to in the File Name box.
- 4 Click OK.

## 2.8 Events

Events that are generated by a Zeus application will also appear in the Remote Trace Viewer. Each event's text will be preceded by one or more asterisks followed by the word "Event:" as follows:

- Event: - an informational event
- \* Event: - a minor level event
- \*\* Event: - a major level event
- \*\*\* Event: - a critical level event

## 2.9 Copying Trace Results to a File

Use the “Copy to File” check box in the Remote Trace Viewer window to copy trace results to a file as they arrive. The trace results can be filtered or unfiltered.

Remote Trace Viewer copies the trace results to the file last specified when writing trace results to file. If you have not written trace results to file since you started the program, Remote Trace Viewer has you specify the file and columns you want copied.

To copy trace results to a file,

- 1 Select the Copy to File check box in the Remote Trace Viewer window.
- 2 If you have not written trace results to a file, the Write Trace dialog opens for you to specify the file name and columns you want saved to the file.
- 3 Select the columns you want included in the file.
- 4 Type the name of the file you want the trace results written to in the File Name box.
- 5 Click OK.

To stop copying trace results to the file,

- Clear the Copy to File check box.



### Reviewing the Location of the Trace File

If you have written trace results to file and want to review the location of the trace file,

1. Click Write Trace from the Remote Trace Viewer window.
2. The file name displayed in the Write Trace dialog is the location to which Remote Trace Viewer will write and copy files.
3. Click Cancel.

## 2.10 Clearing Trace Results from the Remote Trace Viewer Window

To permanently empty the contents of the Remote Trace Viewer window,

- Click Clear.

## 2.11 Getting Help

Use the online help available with Remote Trace Viewer if you have questions on how to use the program.

*Note:* You must have Internet Explorer 4.0 or greater to use Remote Trace Viewer's online help.

Use either of the following methods to view online help:

- Click the Help button.
- Press the <F1> function key while in a window or dialog to display context sensitive help.

## 2.12 Changing Hosts

Change hosts if you want to view events that occur on another host:


- 1 Click Change Host from the Remote Event Viewer window.  
A Connect dialog opens to prompt you to select a host to monitor.
- 2 Open the Remote Host Name list and select the remote host to which you want to connect.  
The Remote Host Name list contains all available hosts.
- 3 Click OK.

The Remote Event Viewer updates to show events occurring on the newly selected host but keeps the previous host's events displayed.

## 2.13 Exiting Remote Trace Viewer

The Exit feature closes the application. Click Exit to close the Remote Trace Viewer application.

The Remote Trace Viewer also closes by other means:

- by key combination <Alt>+<F4>
- by clicking the  button
- by clicking the Feature button and selecting Close.

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# Evaluation

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We hope you found this document useful, and easy to use. To help us provide you with the best documentation possible, we would like to get your feedback on this document. Please complete this form and use one of the following methods to return it to us:

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