



How To: Make an ISDN/CAS Trace

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1.0 Overview

This document provides instructions and information on how to create both a CAS or PSTN trace for troubleshooting purposes.

The following topics are presented in this document:

- Running the **Udp2file** utility
- Using the Web Server to create an ISDN/CAS trace

NOTE: This document was written using v4.8 software.

2.0 Running the Udp2file Utility

A Udp2file utility is available for download from the AudioCodes' tech support Online Support system. When a trace file is activated on the board, the output is passed to a board's UDP port. This utility converts the output of the board's UDP port to a trace file (.dat file).

1. Download the Udp2file utility from the AudioCodes Online technical support system.
2. Run the utility.
3. Configure the trace file name and use the "Browse" button to navigate to the folder.
4. Set the UDP port that the trace output is going to: **2428**.
5. Check the box next to the PSTN Trace option.
6. Once you click the "Go" option, this trace utility begins capturing packets (it is important to configure the web server and click "Submit" on the Web server before starting this application).

3.0 Using the Web Server

To make an ISDN/CAS trace using the Web Server, do the following:

Trunk Traces	
Trace Level Trunk 1	acFULL_TRACE
Trace Level Trunk 2	acFULL_TRACE
Enable PSTN Trace from Web	Off
Port	0

Submit



1. Access your board's web server: <http://xx.xx.xx.xx/FAE>
2. The default password and User Name are always: Admin.
3. Use the "Trunk Traces" link to browse to the correct page.
4. Set the trace level of each trunk:
 - For CAS Trace: acFULL_TRACE
 - For ISDN Trace: acFULL_TRACE
4. Configure the web parameter to "Enable PSTN Trace From Web" = ON
5. Set the UDP port: **2428**.
6. Click "Submit". (Make sure the Udp2file application is running before you click submit).
7. Send the .dat file to AudioCodes for evaluation.
 - For CAS trace: CASxyz.dat
 - For ISDN trace: xyx.dat