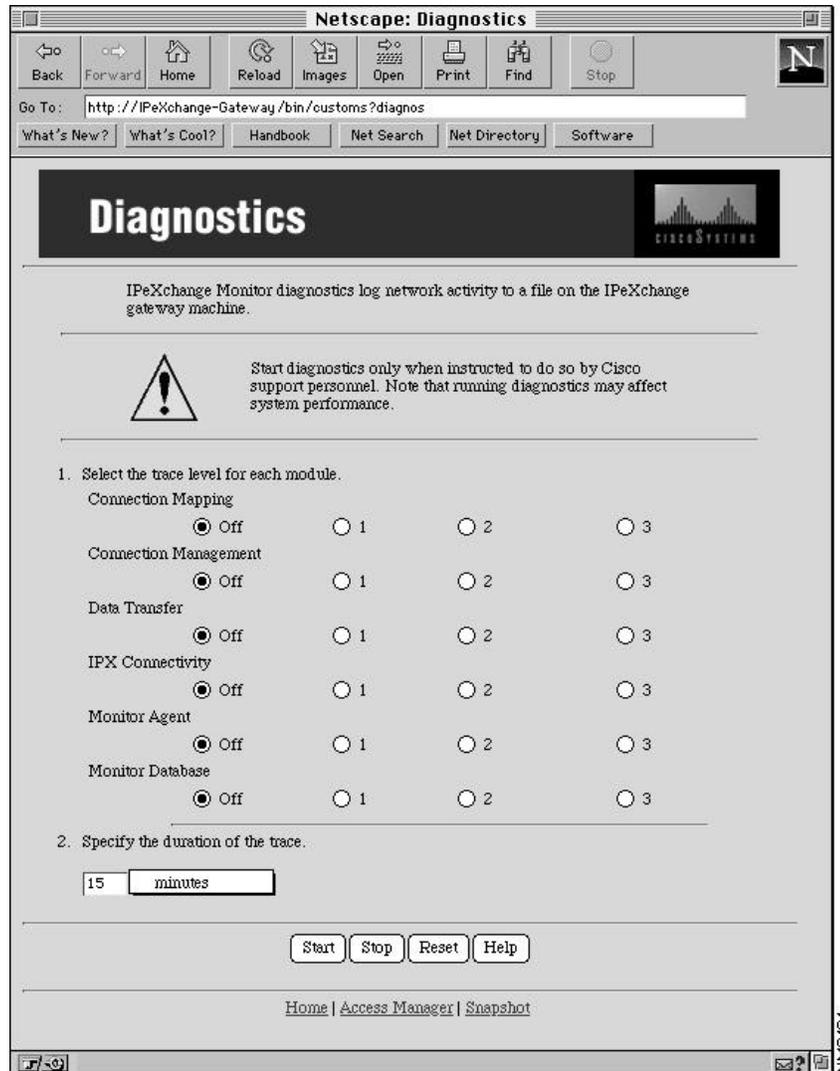**C H A P T E R 6**

Tracing the Cisco IPeXchange Gateway

When Cisco support personnel instruct you to do so, you can start diagnostics on the gateway. Activity is logged to a file on the gateway. Note that this operation can affect system performance.

Follow these steps to start a trace:

Step 1   From the main window, click Diagnostics.

The Diagnostics window appears.

Netscape: Diagnostics

Back | Forward | Home | Reload | Images | Open | Print | Find | Stop

Go To: http://IPeXchange-Gateway /bin/customs?diagnos

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Diagnostics

CISCO SYSTEMS

IPeXchange Monitor diagnostics log network activity to a file on the IPeXchange gateway machine.

⚠ Start diagnostics only when instructed to do so by Cisco support personnel. Note that running diagnostics may affect system performance.

1. Select the trace level for each module.

Connection Mapping
   ● Off   ○ 1   ○ 2   ○ 3

Connection Management
   ● Off   ○ 1   ○ 2   ○ 3

Data Transfer
   ● Off   ○ 1   ○ 2   ○ 3

IPX Connectivity
   ● Off   ○ 1   ○ 2   ○ 3

Monitor Agent
   ● Off   ○ 1   ○ 2   ○ 3

Monitor Database
   ● Off   ○ 1   ○ 2   ○ 3

2. Specify the duration of the trace.

15   minutes

Start | Stop | Reset | Help

Home | Access Manager | Snapshot

NM2494

Step 2 Select the trace options and the trace level, as instructed by Cisco support personnel.

Step 3 Specify the trace duration.

The default is 15 minutes. To change this value, type an integer (up to four digits) and choose minutes or hours from the pull-down menu.

Step 4 Click Start to start the trace.

The trace progresses for the specified duration. You can use other windows of the monitor without affecting the trace.

To stop the trace before it has finished, click Stop.

Clicking Reset undoes changes to the trace options and duration made since the last time Start or Stop was clicked.