GVP Troubleshooting Guide

Troubleshooting Tools

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Troubleshooting Tools

This topic provides information about third-party tools that might be useful in assisting you with troubleshooting Genesys Voice Platform issues.

Wireshark

Windows

Wireshark is a network protocol analyzer that captures packets from a number of different devices. Although Wireshark supports over 700 protocols, for call flow analysis only, SIP and RTP are typically investigated. Wireshark is freeware and you can obtain it from the Wireshark website at www.wireshark.org. See “Collecting Packet Traces” for more information.

Linux

To collect network capture, log in as root user, and enter the following command:

```
tcpdump -s 0 > filename.cap
```

See `man tcpdump` for more information.

System Tools

Windows

The two Windows built-in tools available to monitor the system performance are PerfMon and Task Manager. You can use these tools for GVP troubleshooting by monitoring CPU usage, memory usage, and network traffic. See “Collecting Data” on page 19 for more information.

Linux

Two Linux tools are available to monitor system performance. To see process related system information, you can use the top command. To see system level information, you can use the `sar` system tool to investigate system information.

> **Important**
>
> By default, Linux systems typically store seven days of system data taken in 10-minute intervals in the `/var/log/sa/` directory. The Linux System Administrator can modify the default or add their own system monitor settings.

Improving Conference Performance

Large conferences can achieve higher performance by disabling Conference Gain Control. But Genesys does not recommend doing so in the default configuration Conference Gain Control.

To enable Conference Gain Control, use the MCP option `[conference] gain_control_enabled`.

gain_control_enabled Optional Valid values: `true`, `false` Default: `true` Takes effect at: start or restart.

Set to `true` to enable conference gain control; various configurations used to set gain levels will be respected fully. Set to `false` to disable gain control; streams are muted for gains of `0`. Streams are unaffected for gains greater than `0`.

Nuance

You can test the SpeechWorks Media Server install by using the included `mrcpClient`, and you can test the Nuance Speech Server install by using the included `client`. Install the client on a Windows server and run the sample application from the command line. This generates an MRCP log output file, which you can compare to the log in the appendix of the Nuance installation manual. See the Nuance documentation for additional information about the clients.

Licenses

When Nuance Speech Servers are overloaded and are running out of licenses, they return the message `500 Server Internal Error` for any subsequent requests from MRCP Proxy or MCP—and the request fails.

Workaround: Provision your Nuance licenses based on the expected capacity of the deployment—the number of peak concurrent GVP ports that use ASR and TTS—so that the Nuance Speech Servers do not run out of concurrent licenses.

Softphone

Approximately 50 different softphones are available on the internet. You must have a sound card, microphone, and speakers to use in conjunction with a softphone. You can use a softphone to generate calls to the GVP IP environment to ensure correct call flow.

A commonly used variation is X-Lite, which is available from Counter Path, at www.counterpath.com. Another variation is SJphone, which is available from SJ Labs website; www.sjlabs.com. SJphone supports SIP and H.323 messaging.

The Kapanga Softphone variation is also used. It enables users to make phone and video calls, and send and receive faxes using any Voice over IP (VoIP) telephone provider. It is available from the vendor website at www.kapanga.net.

Curl

Curl is a command line tool for transferring files with URL syntax. It supports FTP, FTPS, HTTP, HTTPS, GOPHER, and TELNET. It is useful for checking HTTP cache headers. Curl is available by default on the RedHat Linux system, or you can find this tool on the Curl website; http://curl.haxx.se/.

Example for returning only the HTTP Header: `C:\ Curl -I http://localhost/SampleApp/TestGrammar.grxml`

> **Important**
> The `-I` is an upper case letter `i`.