


**Call Tracing: What components did the call reach?**

<b>Problem Summary</b>	You can track the call through the system by searching for a Cisco-GUID. The Cisco-GUID is the common denominator used in logging for every call across each component. Find the relationships in the Unified CVP logs.
<b>Error Message</b>	The error message for this problem...
<b>Possible Cause</b>	<p>The Cisco-GUCID has the format:</p> <pre>DEAD91DD1000011A74D013BE0A5687DD</pre> <p>There are two exceptions to the common Cisco-GUCID:</p> <ul style="list-style-type: none"> <li>◇ When Unified CM is the caller source, use the LegID. The LegID format is: <pre>120111222148396083</pre> </li> <li>◇ If the call never makes it to Unified Expert Advisor from Unified CVP 4.x, then search for the GUID. The GUID format is: <pre>05A2AEC3-10000115-550959F1-0A568782</pre> </li> </ul>
<b>Recommended Action</b>	<p>To determine which components the call reached, search for the Cisco-GUID/GUCID in the following logs:</p> <ul style="list-style-type: none"> <li>◇ Unified Expert Advisor MMCA logs</li> <li>◇ Unified ICM VRU PIM "VRU Capture" logs</li> <li>◇ Unified Expert Advisor PG PIM and OPC logs</li> <li>◇ All Unified CM and Unified Presence logs</li> <li>◇ Unified CVP logs</li> <li>◇ Ingress gateway logs (if your calls are arriving via TDM)</li> <li>◇ VXML gateway logs</li> </ul> <p> <b>Note:</b> For IOS logs, turn on <b>debug ccsip all</b>.</p>
<b>Release</b>	Release 7.6(1)
<b>Associated CDETS #</b>	None.