

Guide Contents
Troubleshooting Cisco IOS Voice Overview
Debug Command Output on Cisco IOS Voice Gateways
Filtering Troubleshooting Output
Cisco VoIP Internal Error Codes
Troubleshooting Cisco IOS Voice Telephony
Troubleshooting Cisco IOS Voice Protocols
Troubleshooting Cisco IOS Telephony Applications
Monitoring the Cisco IOS Voice Network
Cause Codes and Debug Values

VoFR Connection Verification

To verify switched call voice connections, perform the following tasks:

- Pick up the telephone handset and verify that there is a dial tone.
- Call from a local telephone to the configured dial peer and verify that the call completes.

To verify the FXO-FXS trunk calls to a remote PBX, perform the following tasks:

- Pick up the telephone and listen for a dial tone from the remote PBX.
- Dial a telephone number, so that the remote PBX routes the call.

To verify voice connections, perform the following tasks:

- Check the validity of the dial peer and voice port configuration by performing the following tasks:
 - ◆ Enter the **show dial-peer voice** command to verify that the data configured is correct.
 - ◆ Enter the **show dial-peer voice summary** command to check the validity of the dial peer configurations.
 - ◆ Enter the **show voice port** command to show the status of the voice ports.
 - ◆ Enter the **show call active voice** with the keyword **brief** to show the call status for all voice ports.
 - ◆ Enter the **show voice call** command to check the validity of the voice port configuration.
 - ◆ Enter the **show voice dsp** command to show the current status of all DSP voice channels.
 - ◆ Enter the **show voice permanent** command to show the status of Cisco trunk permanent calls.
 - ◆ Enter the **show call history** command to show the active call table.
- Check the validity of the VoFR configuration on the DLCI by entering the **show frame-relay vofr** command to show the VoFR configuration.

VoFR Problem Diagnosis

To diagnose problems in switched Frame Relay networks, use one or both of the following privileged EXEC commands:

Command	Purpose
Router# show frame-relay pvc	Displays statistics about PVCs for Frame Relay interfaces.
Router# debug frame-relay switching	Displays debug messages for switched Frame Relay PVCs.

VoFR Monitoring and Maintenance Commands

To monitor and maintain the VoFR configuration, use the following commands in EXEC mode as needed:

Command	Purpose
Router# show call active voice [brief]	Displays the active call table.
Router# show call history voice [last number] [brief]	Displays the call history table.
or	
Router# show call history voice record	
Router# show dial-peer voice	Displays configuration information and call statistics for dial peers.
Router# show frame-relay fragment	Displays information about the Frame Relay fragmentation taking place in the Cisco router.
Router# show frame-relay pvc	Displays statistics about PVCs for Frame Relay interfaces.
Router# show frame-relay vofr	Displays the FRF.11 subchannel information on VoFR DLCIs.
Router# show interfaces serial	Displays information about a serial interface.
Router# show traffic-shape queue	Displays information about the elements queued at a particular time at the VC (DLCI) level.
Router# show voice permanent-call	Displays information about the permanent calls on a voice interface.