

Enabling RTF Logging

Symptom:

Enabling RTF (Runtime Tracing Facility) logging is similar for both Windows and Linux across all current HMP and SR releases.

Reason for the problem:

This tool is included in the Dialogic system release (in the Dialogic\Bin directory, or HMP\Log directory) and will log application function calls and events useful for troubleshooting.

Fix / Solution:

To enable RTF logging, type the following command from a Command Prompt Window:

```
RTFTrace -start
```

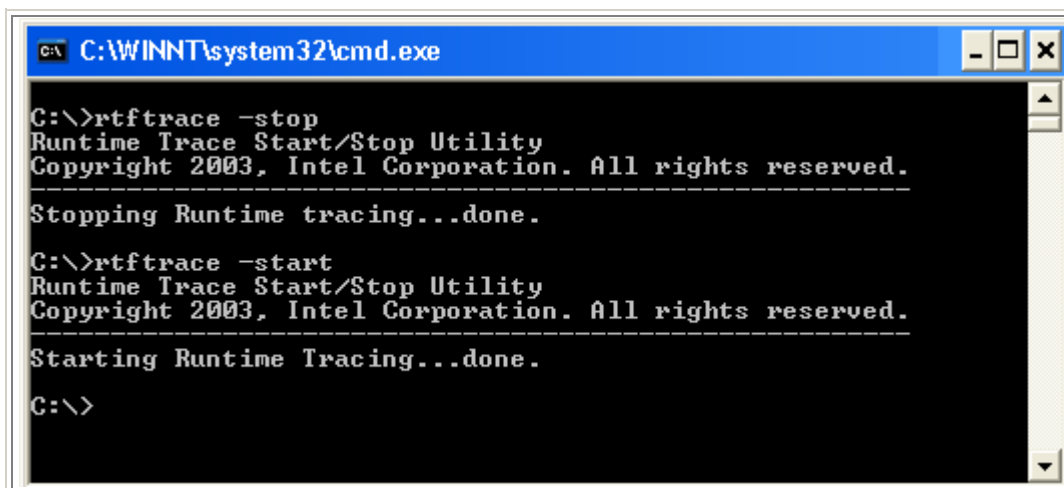
The log will be saved in the Dialogic\Log directory by default (or HMP\Log directory).

To disable RTF logging, type the following command:

```
RTFTrace -stop
```

A user can edit the rtf configuration file to increase or decrease logging levels. The RTF configuration filename, depending on the operating system, is either "RtfConfigWin.xml" or "RtfConfigLinux.xml". It is located in the Dialogic\Cfg directory and can be edited with any text editor. Note: You must have administrative rights to modify the RtfConfig*.xml files.

For any change in the RTF config file to take effect, the user must Restart the RTF Trace services. This can be done with the -stop and -start command, in that sequence, as shown in the screenshot below:



```
C:\WINNT\system32\cmd.exe

C:\>rtftrace -stop
Runtime Trace Start/Stop Utility
Copyright 2003, Intel Corporation. All rights reserved.
-----
Stopping Runtime tracing...done.

C:\>rtftrace -start
Runtime Trace Start/Stop Utility
Copyright 2003, Intel Corporation. All rights reserved.
-----
Starting Runtime Tracing...done.

C:\>
```

Another way to do the same thing is to use the -restart option::

```
RTFTrace -restart
```

Workaround:

There are some values that will be necessary to change to capture the appropriate logging levels. In these lines:

```
<Logfile path="$(INTEL_DIALOGIC_DIR)\log" size="300" maxbackups="10" preserve_size="300"
preserve_maxbackups="10" duplicate_to_debug_console="0" log_format="text"/>
```

The default log file size is 300, which is 300 Kilobytes (KB). The default maximum amount of backups is 10 which will save up to that many backup files if the log size goes over the specified size. The "preserve" values will override the other values. Generally you can set them to the same values. See the appropriate Diagnostics Guide for your release for more information on preservation mode. This will be in the RTF (Runtime Tracing Facility) Reference section of the guide.

The RTF config file is broken up into sections that the user can enable for the specific case. Do not enable everything as

this will consume memory and lead to system performance issues. See your appropriate technical support point of contact for advice on what options to enable. Generally, the user will edit the sections that apply to the particular case, for example, on a DM3 voice issue (Play/Record), the user would enable all sections with a "1" as shown below:

```
<!-- DM3 VOICE -->
<Module name="dm3voice" state = "1">
  <MLabel name="DEBG" state = "1"/>
  <MLabel name="INFO" state = "1"/>
  <MLabel name="WARN" state = "1"/>
  <MLabel name="APPL" state = "1"/>
  <MLabel name="EXCE" state = "1"/>
  <MLabel name="ERR1" state = "1"/>
  <MLabel name="ERR2" state = "1"/>
</Module>
```

Change all parameters to "0" to disable DM3 Voice logging.