

**Oracle® Communications
Diameter Signaling Router**

IDIH ProTrace User's Guide

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Table of Contents

Chapter 1: Introduction.....	7
Overview.....	8
Scope and Audience.....	8
Manual Organization.....	8
Documentation Admonishments.....	9
Related Publications.....	9
Locate Product Documentation on the Oracle Help Center Site.....	9
Customer Training.....	10
My Oracle Support (MOS).....	10
Emergency Response.....	11
Chapter 2: Introduction to ProTrace.....	12
Accessing IDIH from DSR.....	13
Trace Overview.....	13
Traces and Network IDIH.....	14
Key Basic ProTrace Concepts.....	15
TDRs.....	15
Dictionaries.....	15
Queries.....	16
Setting User Preferences on IDIH Dashboard.....	16
Setting Time Format.....	16
Setting Mapping Preferences.....	17
Setting ProTrace Preferences.....	17
Chapter 3: Understanding the ProTrace Interface.....	18
Trace List Panel.....	19
Alarm Status Indicator.....	19
Trace List Toolbar.....	20
Query List Panel.....	21
Query List Toolbar.....	22
Creating or Modifying a Query.....	22
Executing a Query.....	24
Trace Viewer.....	25

TDR Panel.....	25
TTR Events Panel.....	28
Changing the Page Layout.....	41
IDIH Trace Statistics.....	41
Glossary.....	43

List of Figures

Figure 1: IDIH Trace Overview.....14

Figure 2: Alarm Status indicator.....19

Figure 3: Alarm List.....20

Figure 4: Trace List Toolbar.....20

Figure 5: Query List Toolbar.....22

Figure 6: Query Dialog.....23

Figure 7: TDRs List Toolbar.....26

Figure 8: TDR List Retrieval.....27

Figure 9: Event List Panel.....28

Figure 10: Ladder Diagram.....30

Figure 11: ProTrace Full Decoding Panel.....34

List of Tables

Table 1: Admonishments.....	9
Table 2: Dictionaries.....	15
Table 3: Ladder Diagram Visualization.....	31
Table 4: ProTrace Full Decoding Panel.....	35

Chapter 1

Introduction

Topics:

- [Overview.....8](#)
- [Scope and Audience.....8](#)
- [Manual Organization.....8](#)
- [Documentation Admonishments.....9](#)
- [Related Publications.....9](#)
- [Locate Product Documentation on the Oracle Help Center Site.....9](#)
- [Customer Training.....10](#)
- [My Oracle Support \(MOS\).....10](#)
- [Emergency Response.....11](#)

This section contains an overview of the available information for the ProTrace application of the Integrated Diameter Intelligence Hub feature. The contents include sections on the organization, scope, and audience of the documentation, as well how to receive customer support assistance.

Overview

ProTrace is a near real-time, end-to-end, multi-protocol call tracing application. ProTrace has the capability of performing scenario-less traces for in-progress and completed calls, transactions and sessions for the DSR.

ProTrace traces the calls, transactions and sessions based on Trace Transaction Records (TTRs), metadata and DSR configuration data which are reported in the form of summary records with each record containing information in accordance with the DSR interface used to send or receive the message. ProTrace can perform an in-progress display of a traced transaction/call/data session. The capability to perform the scenario-less inter-protocol tracing is the ProTrace built-in feature eliminating the need for defining complex scenarios. This section provides the high level architecture of the ProTrace application.

ProTrace operates within a trace context and enables you to manage (create, modify and delete) as well as store queries for a particular interface.

Note: Each query contains a set of sub-queries for some dictionaries/interfaces (each dictionary describes one interface). If a query's interfaces are a subset of a trace's interfaces, then the query is compatible with that trace and can be executed on that trace.

ProTrace serves as the end-user interface. This enables you to initiate and view either single or multiple traces (maximum five). Multiple users (the number of users is based on purchased licenses) can connect to ProTrace using a Web interface.

ProTrace provides the following functionality:

- Real-time call in-progress trace display with message sequence diagram as required by the network troubleshooting users, in as many network situations and contexts as possible.
- Off-line tracing on stored data with at least 24HR back-search window capability

Note: The amount of back search available depends on the amount of storage and the call volume of your network.

- Optimizes tracing process by taking advantage of enrichment techniques during capture.
- The ability to view transactions using TDR Viewer which can trace both IPv4 and IPv6 addresses.

Scope and Audience

This documentation is intended for personnel who maintain operation of the DSR. It provides information about ProTrace concepts. It is designed to be a general guide to working with ProTrace to monitor traces on the Integrated Diameter Intelligence Hub (IDIH).

Manual Organization

Introduction contains general information about this document, how to contact *My Oracle Support (MOS)*, *Locate Product Documentation on the Oracle Help Center Site*.





[Introduction to ProTrace](#) provides an introduction to the ProTrace application

[Understanding the ProTrace Interface](#) provides information about the ProTrace user interface.

Documentation Admonishments

Admonishments are icons and text throughout this manual that alert the reader to assure personal safety, to minimize possible service interruptions, and to warn of the potential for equipment damage.

Table 1: Admonishments

Icon	Description
 DANGER	Danger: (This icon and text indicate the possibility of <i>personal injury</i> .)
 WARNING	Warning: (This icon and text indicate the possibility of <i>equipment damage</i> .)
 CAUTION	Caution: (This icon and text indicate the possibility of <i>service interruption</i> .)
 TOPPLE	Topple: (This icon and text indicate the possibility of <i>personal injury and equipment damage</i> .)

Related Publications

For information about additional publications that are related to this document, refer to the *Related Publications Reference* document, which is published as a separate document on the Oracle Help Center (OHC) site. See [Locate Product Documentation on the Oracle Help Center Site](#) for more information.

Locate Product Documentation on the Oracle Help Center Site

Oracle Communications customer documentation is available on the web at the Oracle Help Center (OHC) site, <http://docs.oracle.com>. You do not have to register to access these documents. Viewing these files requires Adobe Acrobat Reader, which can be downloaded at <http://www.adobe.com>.

1. Access the Oracle Help Center site at <http://docs.oracle.com>.
2. Click **Industries**.
3. Under the Oracle Communications subheading, click the **Oracle Communications documentation** link.
The Communications Documentation page appears. Most products covered by these documentation sets will appear under the headings "Network Session Delivery and Control Infrastructure" or "Platforms."
4. Click on your Product and then the Release Number.
A list of the entire documentation set for the selected product and release appears.
5. To download a file to your location, right-click the **PDF** link, select **Save target as** (or similar command based on your browser), and save to a local folder.

Customer Training

Oracle University offers training for service providers and enterprises. Visit our web site to view, and register for, Oracle Communications training:

<http://education.oracle.com/communication>

To obtain contact phone numbers for countries or regions, visit the Oracle University Education web site:

www.oracle.com/education/contacts

My Oracle Support (MOS)

MOS (<https://support.oracle.com>) is your initial point of contact for all product support and training needs. A representative at Customer Access Support (CAS) can assist you with MOS registration.

Call the CAS main number at 1-800-223-1711 (toll-free in the US), or call the Oracle Support hotline for your local country from the list at <http://www.oracle.com/us/support/contact/index.html>. When calling, make the selections in the sequence shown below on the Support telephone menu:

1. Select **2** for New Service Request
2. Select **3** for Hardware, Networking and Solaris Operating System Support
3. Select one of the following options:
 - For Technical issues such as creating a new Service Request (SR), Select **1**
 - For Non-technical issues such as registration or assistance with MOS, Select **2**

You will be connected to a live agent who can assist you with MOS registration and opening a support ticket.

MOS is available 24 hours a day, 7 days a week, 365 days a year.

Emergency Response

In the event of a critical service situation, emergency response is offered by the Customer Access Support (CAS) main number at 1-800-223-1711 (toll-free in the US), or by calling the Oracle Support hotline for your local country from the list at <http://www.oracle.com/us/support/contact/index.html>. The emergency response provides immediate coverage, automatic escalation, and other features to ensure that the critical situation is resolved as rapidly as possible.

A critical situation is defined as a problem with the installed equipment that severely affects service, traffic, or maintenance capabilities, and requires immediate corrective action. Critical situations affect service and/or system operation resulting in one or several of these situations:

- A total system failure that results in loss of all transaction processing capability
- Significant reduction in system capacity or traffic handling capability
- Loss of the system's ability to perform automatic system reconfiguration
- Inability to restart a processor or the system
- Corruption of system databases that requires service affecting corrective actions
- Loss of access for maintenance or recovery operations
- Loss of the system ability to provide any required critical or major trouble notification

Any other problem severely affecting service, capacity/traffic, billing, and maintenance capabilities may be defined as critical by prior discussion and agreement with Oracle.

Chapter 2

Introduction to ProTrace

Topics:

- *Accessing IDIH from DSR.....13*
- *Trace Overview.....13*
- *Traces and Network IDIH.....14*
- *Key Basic ProTrace Concepts.....15*
- *Setting User Preferences on IDIH Dashboard....16*
- *Setting ProTrace Preferences.....17*

This chapter provides an introduction to the features of the ProTrace application.

Accessing IDIH from DSR

Users will be able to access IDIH using single sign-on which does not require the user to login again for IDIH, provided a primary DNS server is being used in conjunction with IDIH. However, using this mechanism, users will be able to access only the ProTrace application.

Note: Single sign-on must be configured prior to accessing IDIH from DSR. For information about how to configure single sign-on, refer to the *Operations, Administration, and Maintenance (OAM) User's Guide*.

To log into IDIH from DSR SOAM GUI:

1. Using a Web browser, type the **FQDN** for a DSR SOAM.
2. Log into the SOAM by entering the correct **User Name** and the corresponding **Password**.

Note: Check with the system administrator for the user name and password.

3. Navigate to **Diameter > Troubleshooting with IDIH > Maintenance > Traces**.
4. Click the **Launch IDIH** button.
5. Alternatively, select a trace and click **Analyze With IDIH**.

In the absence of a DNS server, the user may authenticate directly on the IDIH server using the "idihtrace" user ID. This user ID provides the same level of functionality as using single sign-on from the SOAM.

The procedure for accessing IDIH with the "idihtrace" user ID is almost the same as for signing in via single sign-on with the exception of replacing **FQDN** with **IP Address** in the above procedure.

Trace Overview

A trace is a set of conditions (subdivided into scope and content) which, when met, cause trace data to be forwarded to IDIH.

A DSR DA-MP plays the role of determining which messages should be captured, based on trace criteria that are created and activated by the user. The trace criteria identifies the "scope" as well as the "content".

- "Scope" refers to the non-protocol-related elements (such as connections or peers) that are used to select messages for trace content evaluation.
- "Content" refers to the protocol-related elements (such as command codes, AVPs, etc.) that are used to refine the trace criteria.

As request and answer messages are processed by DSR, they are analyzed for matching any of the active trace definitions. If a match is found, message components along with supplemental information, called trace data, are transferred to the IDIH. The IDIH assembles the trace data and presents it to the user leveraging graphical visualization interfaces for additional filtering and analysis.

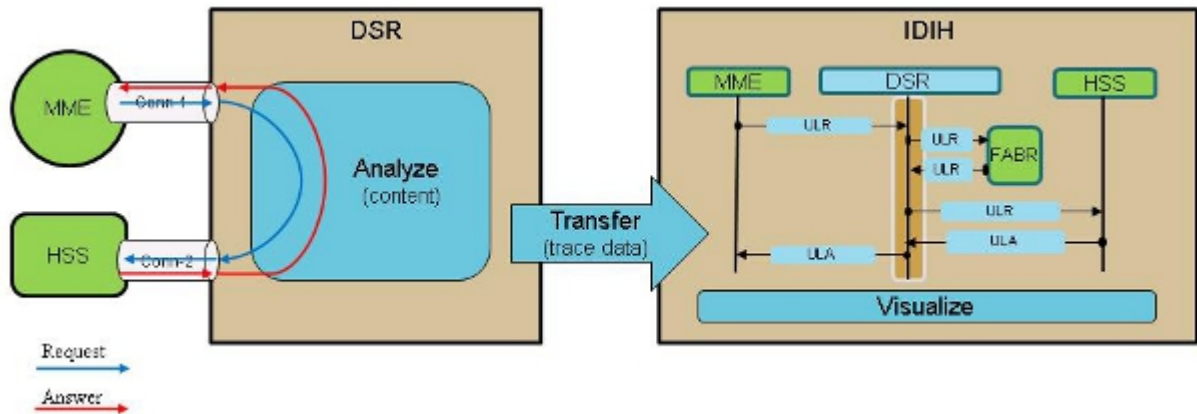


Figure 1: IDIH Trace Overview

IDIH does not guarantee a fixed number of days of data storage. Storage life is based on disk space. Some of the factors impacting storage life are trace parameters (very inclusive or very discriminatory) and record size.

During congestion, DSR will suspend trace forwarding until the condition clears, at which time, trace forwarding will resume.

Note: Trace data lost during the time of congestion will not be recovered.

Traces and Network IDIH

IDIH allows trace filters and the resulting trace data to be correlated across multiple DSR sites in a network.

Users can see how an exchange traverses across a network of multiple DSR sites. If there are multiple DSR sites deployed with a network, visual depictions of how transactions traverse the various sites within the network from an end-to-end basis are often useful. IDIH allows trace filters to be set and data collected and visualized at each DSR site. However, problems arise if the network is comprised of multiple DSR sites and the same trace is needed at multiple sites within the network.

Network IDIH creates network traces to automatically apply trace criteria across an entire DSR network, as well as provides the ability to capture and correlate trace data from the DSR sites within the network.

Network traces complement site traces. A site trace captures data associated with a trace filter only at the site where the trace was defined, which is the default behavior provided by IDIH. A network trace captures data associated with a trace filter from any site within the network and a network trace can be created at any site and visually depicted at any site. The sites within the network trace domain must be provisioned prior for a network trace to function.

Whenever a new trace filter is created, the user selects if the trace is a site trace or a network trace. The network is configured to support a given number of simultaneous active network traces. When a network trace is activated, resources are allocated on each DA-MP within the network to gather data associated with the trace. Each site collects and forwards all trace transaction records (TTRs) that match the trace criteria to the IDIH at that site, up to the defined limits on duration or number of TTRs captured.

The results of a network trace can be visually depicted from any IDIH within the network. IDIH is launched from the DSR maintenance GUI from any site within the network. IDIH retrieves all TTRs associated with the trace from all sites, correlates them, and renders the results. IDIH performs further filtering of the trace results and gathers statistics associated with the trace results. IDIH displays each DSR node through which the captured request and answer routes within the network

Key Basic ProTrace Concepts

TDRs, Dictionaries, and Queries are key concepts in ProTrace application. It is essential to understand these terms in order to understand how ProTrace application works..

TDRs

A TDR (Transaction Detail Records) is a database record which summarizes a DSR transaction (one request / answer message pair and associated TTR events) and DSR metadata associated with it. Every TDR is associated with a dictionary, which describes its structure.

One TTR is usually represented with more than one TDR, i.e. every TTR is split by IDIH Mediation server during the TTR processing into multiple TDR records each having one request / answer pair.

Dictionaries

A dictionary is metadata describing a set of key fields (along with their name, type, description, possible values etc.) which are captured for a single transaction and summarize it. One dictionary describes transactions on one interface (Diameter S6a/S6d, Diameter Gx, etc.).

Each interface supported by the ProTrace application has its own dictionary. ProTrace supports the following dictionaries:

Table 2: Dictionaries

Dictionary	Interface
Diameter Base	Base
Diameter Default	All unsupported applications
Diameter Cx/Dx	Cx/Dx
Diameter Gq	Gq
Diameter Gx	Gx
Diameter Gxx	Gxx
Diameter Rf	Rf
Diameter Ro/Gy	Ro/Gy
Diameter Rx	Rx
Diameter S6a/S6d	S6a/S6d

Dictionary	Interface
Diameter S9	S9
Diameter Sh/Ph	Sh/Ph
Diameter SLg	SLg
Diameter SLh	SLh
Diameter STa	STa
Diameter SWm	SWm
Diameter SWx	SWx
Diameter Sd	Sd
Diameter Sy	Sy
Diameter S13	S13
Diameter Zh	Zh
RADIUS Rf	Rf
RADIUS STa	STa
RADIUS	RADIUS

Queries

Queries are always defined on a dictionary or set of dictionaries. A query contains a set of conditions, query expression and set of displayed fields for each dictionary on which it is defined:

- **Condition** contains a label consisting of a field, an operator, and a value. Only fields which are marked as "conditionable" can be added as query condition.
- **Expression** defines Boolean operation (with "AND" and "OR" operators) on the conditions.
- **Display fields** are fields which are displayed to the user when the query is executed. Display field can be any field from the dictionary which is marked as "displayable". Condition fields can be part of the display fields, but it is not required that condition fields are also display fields.

Setting User Preferences on IDIH Dashboard

Once inside IDIH, a user can set User Preferences. These include:

- Time specifications (date format, time zone, etc.)
- Enumeration values (numerals vs. text)

Setting Time Format

Follow these steps to set the time format:

1. Click **User Preferences** on the Application board.
The User Preferences screen is displayed.
2. Click the **Date/Time** tab.
The Date/Time screen is displayed. The red asterisk denotes a required field.
Note: Use the tips on the screen to help configure the time format.
3. Enter the format for these time-related displays.
 - **Date format**
 - **Time format**
 - **Date and time fields**
4. Select the formats for these time-related displays by using the drop-down arrow.
 - **Duration fields** - how the hours, minutes, seconds, and milliseconds of the Time format is displayed
 - **Time zone**
Note: The local time zone must be chosen to get local time.
5. To reset the time-related displays to default settings, click **Reset**.
6. Click **Apply** to save settings.

Setting Mapping Preferences

The user can set the Mapping settings using the User Preferences feature.

Follow these steps to set Mapping preferences.

1. Click **User Preferences** in the Application board.
The User Preferences screen is displayed.
2. Click the **Mapping** tab.
The Mapping screen is displayed.
3. Check **Translate ENUM values** to display text instead of numerals.
Enumeration is used by TDRs to display text values instead of numeric. Rather than showing the numeral for Alarm Severity, the user interface will show the actual word, such as "Major" or "Critical."
4. Check **IP Address to Node Name** to translate an IP Address to a textual Node Name.
5. To reset the Mapping values to the default, click **Reset**.
6. Click **Apply** to save the changes.

Setting ProTrace Preferences

Within ProTrace, a user can set Preferences. These include:

- Selecting a dictionary from which to derive and then select Default Fields for use in queries
- Whether or not to show texts for Toolbar Buttons
- Whether or not to use buttons for showing Ladder Diagram tips

Chapter 3

Understanding the ProTrace Interface

Topics:

- [Trace List Panel.....19](#)
- [Query List Panel.....21](#)
- [Trace Viewer.....25](#)

This chapter provides information about the ProTrace user interface.

Trace List Panel

With the ProTrace application, the trace list shows all traces configured by DSR. The list can also be filtered.

The traces list contains 6 columns. Most of the column headings can be used to sort the displayed sessions list by clicking on the heading. Click once to sort in ascending order and again to sort in descending order for that column.

The column headings are:

- Trace Name - trace name
- Status - the completion status of the trace, which can be either "In-Progress" or "Completed".
- Type - the type of trace, which is either "Site" or "Network" based on trace records details and can be filtered
- Start Time - the start date and time for the trace
- Stop Time - the end date and time of the trace
- TTR Count - the number of messages matched in a particular trace

Alarm Status Indicator

When logged in to IDIH, either directly or from DSR launch, the portal header displays a count of current alarms, as shown in [Figure 2: Alarm Status indicator](#). The alarm status indicator is a count of the highest severity of all open alarms and the alarm status indicator (circle) is the color (user defined, idihadmin) of the highest severity. For example, if there are zero critical, two major, one minor, and three warnings, then the alarm status indicator contains 2+ and the color is the user-defined color for major severity. The + is used to indicate that there are additional alarms at a lesser severity. The + does not appear if, for example, there are zero critical, two major, zero minor, and zero warnings.

Initially, the alarm status is empty (non-visible). Then, after a short interval, the system queries for open alarms and updates the alarm status indicator. After the first update, the system updates the alarm status indicator every 30 seconds.

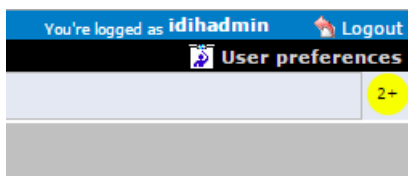


Figure 2: Alarm Status indicator

Selecting the alarm status indicator shows a brief description of the open alarms. The system displays the list of open alarms in tabular form, as shown in [Figure 3: Alarm List](#). This list can be dismissed by pressing the Close button on the Open Alarm dialog window.

Note: Only open alarms may be viewed. No other actions are provided such as clear, acknowledge, etc.

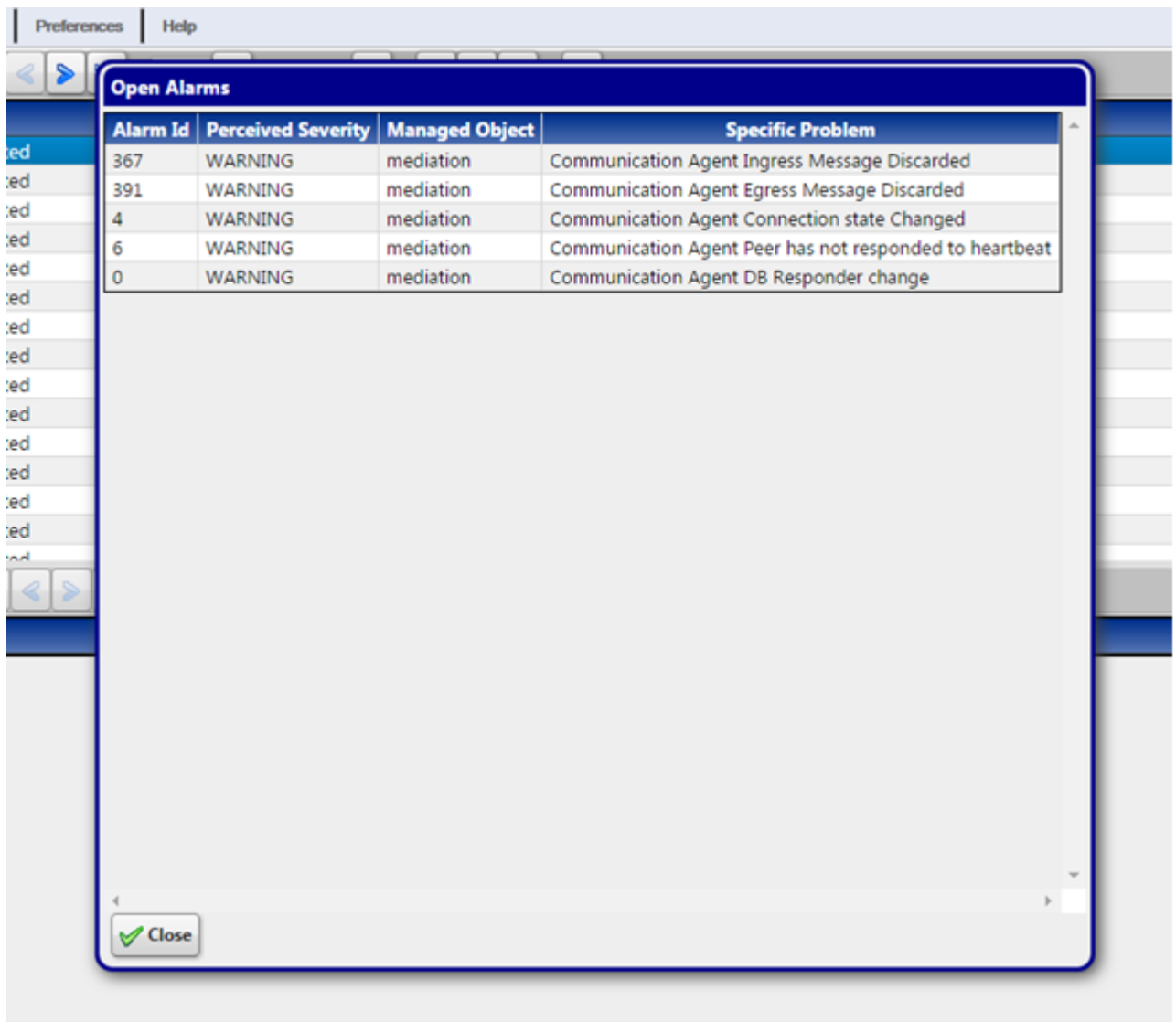


Figure 3: Alarm List

Trace List Toolbar

The toolbar provides a means of selecting and organizing traces. Below is a description of each button on the toolbar.



Figure 4: Trace List Toolbar

Filter - clicking this button opens the **System Query Dialog** popup where the user can filter the list of sessions displayed by the various columns and their values.

First page - clicking this button opens the first page of sessions.

Previous page - clicking this button opens the previous page of sessions.

Next page - clicking this button opens the next page of sessions.

Last page - clicking this button opens the last page of sessions.

Set Size - use this button to set the number of selected trace records / total trace records displayed from 10-500 per page.

Refresh - clicking this button re-loads the current screen and shows any changes that have been made.

Delete - clicking this button deletes a selected trace.

Obtain Trace Conditions - clicking this button opens a popup window that provides additional details about a selected trace.

Obtain Trace Info - clicking this button displays a popup dialog displaying trace information for the selected row from the Trace List page. The information displayed includes the summary information for the selected trace, and all the Network IDIH sites and their counts for the selected trace

Run Default Query - clicking this button runs a query on the selected trace in the list and provides a detailed analysis for those traces.

In addition to these buttons, there is also a saved filters pull-down to select a saved filter, and a page count showing what page out of the total sessions pages being viewed.

Query List Panel

The Query List panel contains list of queries the user can execute on the selected trace. These queries are user's saved queries or queries shared by other users. The list has a toolbar where the user can quickly invoke operation on a selected query. It includes:

- Creating a new query
- Modifying selected query
- Deleting selected query
- Executing selected query

When the user selects a trace in Trace List panel, the queries in Query List is reloaded. Only queries which are "compatible" with selected trace are show.

The Query List panel table contains four columns. The table queries change depending on what view is selected based on which trace is selected, but the columns are constant. The column headings can be used to sort the list by clicking on the heading. Click once to sort in ascending order and again to sort in descending order for that column.

The column headings are:

- Query Name - that shows the name of the query
- Query Description - shows a description of a given query
- Owner - shows the user name that created the query
- Created - shows the date the query was created

Query List Toolbar

The toolbar provides a means of selecting and organizing queries. Below is a description of each button on the toolbar.



Figure 5: Query List Toolbar

Filter - clicking this button opens the **System Query Dialog** page where you can filter out all non-essential queries.

First page - clicking this button opens the first page of queries.

Previous page - clicking this button opens the previous page of queries.

Next page - clicking this button opens the next page of queries.

Last page - clicking this button opens the last page of queries.

Set Size - use this button to set the queries list size from 10-500 per page

Refresh - clicking this button re-loads the current screen and shows any changes that have been made.

Create New Query - clicking this button opens the Query Dialogue screen to add a specific query.

Modify Selected Query - clicking this button opens the current query for modification.

Delete Selected Query - clicking this button deletes the current query.

Run Selected Query - clicking this button runs a query of the selected trace in the list and provides a detailed analysis for the selected trace.

Note: The user can only view/operate on a single trace at a time.

Change Begin/End Time for the Query - clicking this button opens the **Query Settings** page where the user can modify the begin and end dates and times for a given query.

In addition to these buttons there is also a queries count showing how many queries are in the list and what range you are viewing.

Creating or Modifying a Query

To create a new query or modify existing query, click the **Create New Query** or **Modify Selected Query**. The Query Dialog box opens.

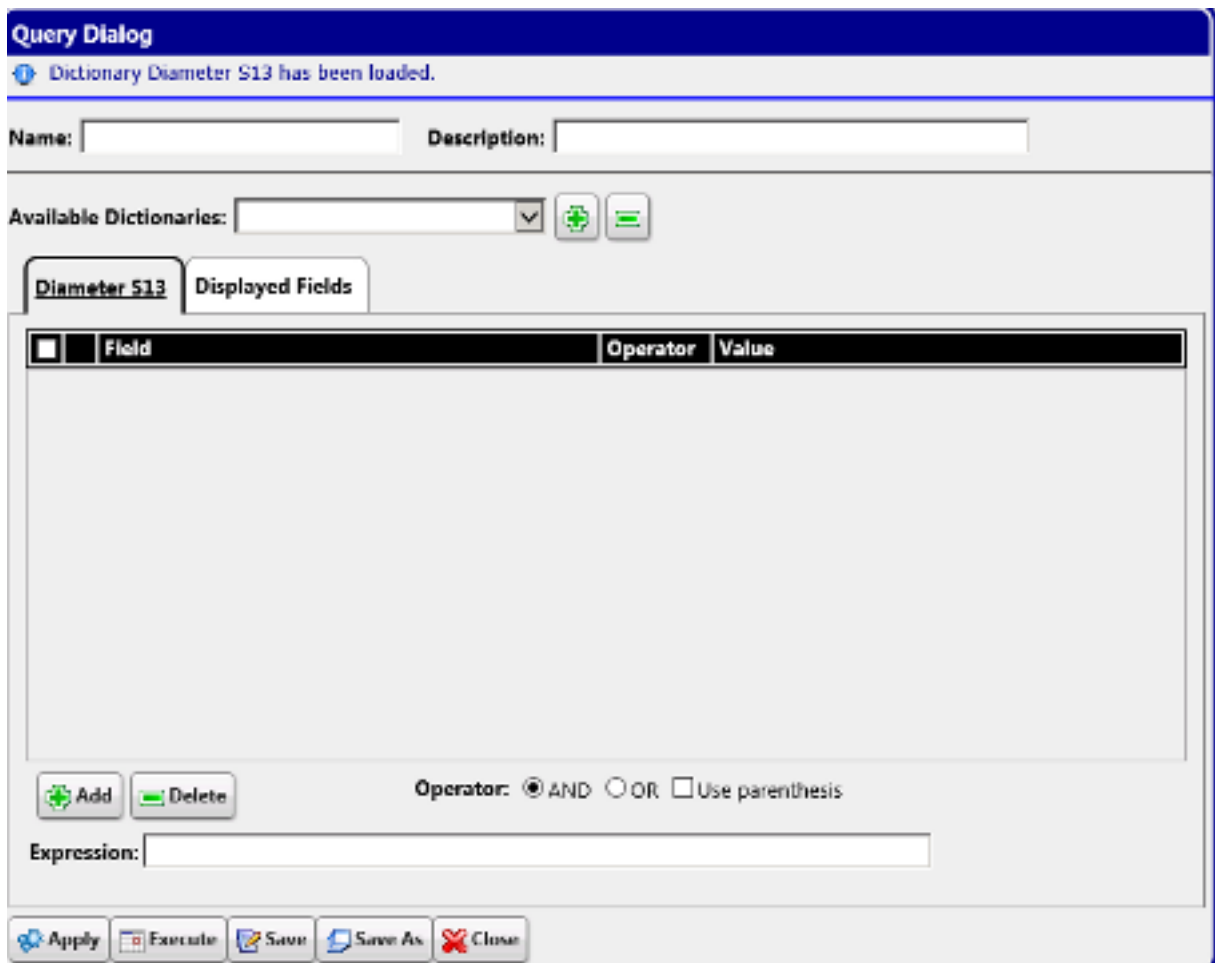


Figure 6: Query Dialog

The query must have at least one dictionary. To add a dictionary, select a dictionary from the **Available Dictionaries** pulldown list and click the (+) button. To remove a dictionary, click the (-) button.

Once the dictionary has been added to the query, the conditions can be added using the **Add** button. The query can have no conditions, otherwise the query will match all Transaction Detail Records (TDRs) for a given dictionary. Each dictionary has its own conditions, making it possible to search for TDRs from different dictionaries with different conditions.

When adding a condition, the corresponding label is added into the **Expression** field. It is added to the end of the expression with the selected **Operator** (AND or OR). Similarly, when the condition is removed from the query, the corresponding label is automatically removed from the expression and the expression is adjusted. When **Use Bracket** is selected, then the whole expression is closed in brackets before adding the new condition.

Note: The user can edit the expression to be more complex such as "(A AND B) or C"

The query is validated before it is saved or executed. The following things are verified:

- Name is filled (verified for Save operation only, for Query Execution operation the name can be empty)

- All conditions have correct operator and correct value (an empty value is not allowed and it must correspond to field type)
Note: The user can also use wild cards in the value field. To see descriptions of these wild cards, hover on the most right-hand "?" in the query dialog after selecting a field.
- Expression is well formed Boolean expression

Whenever any error occurs, the user is notified either in the Message Panel at the top of the Dialog box or next to the GUI element which caused the error (a condition or expression box).

Note: For filtering on source and destination node fields, provide either the IP address or select the node name from the list. Selecting the node name means filtering on the list of IP addresses assigned to the selected node. If the same IP Address is being reused across the nodes, filtered data would display other nodes as well.

By default, when a dictionary is added into the query, all displayable fields from that dictionary are selected as Displayed Fields. If desired, change the Display Fields in the **Displayed Fields** tab. There are 3 modes to choose from:

1. All fields (all fields are added into Displayed Fields)
2. Common (all common fields from all dictionaries are selected; if there is just one dictionary then all fields are selected)
3. Custom fields (the user can select fields of his/her choice)

The Displayed Fields are selected separately per dictionary. If there is more than one dictionary, then fields in the query result are merged together based on the field name. All fields with the same name are displayed in the same column.

Click **Save** to save a query for later use. The query appears in the Query List panel.

Click **Save As** to open a prompt asking for a new name. Confirms the name. A new query is created and saved for later use. The query appears in the Query List panel.

Now the query is ready for execution. Execute the query by clicking the **Apply** button.

Executing a Query

When a query is executed, it is always executed on the currently selected trace from the Trace List panel and Trace Viewer is displayed. A query can be executed in multiple ways:

1. By clicking the **Apply** button from the **Query Dialog** window (when creating or modifying a query)
2. By clicking the **Run Default Query** icon on the Trace List toolbar
3. By selecting the query in Query List panel and clicking the **Run Selected Query** icon in the Query List toolbar

Enter the time in which the search is about to be performed. The Begin and End time are pre-populated with the real begin and end date of the selected trace. Click on the icons next to the date and time text boxes and select the date in calendar and time in time selection widgets for better convenience.

By selecting the **Execute in New** button, the Trace Viewer is shown in a new browser window and the query is executed.

Trace Viewer

The Trace Viewer is displayed when the user executes a trace and contains the TDRs for the trace for the user to analyze.

The Trace Viewer is divided into three panels:

- TDRs List Panel
- Event List Panel (Event List or Event Diagram)
- ProTrace Full Decoding Panel

ProTrace allows the user to organize the panels in 6 different layouts (positions of each panel). Some layouts contain only some panels. Each layout is depicted by an icon which shows how the panels are organized. For information about how to change the layout, refer to [Changing the Page Layout](#).

TDR Panel

The TDR panel contains list of transactions (TDRs) that matched a given query. If the query does not have any conditions, then the panel will include all TDRs captured for the selected trace and for interfaces selected by the query. The TDRs belonging to the same TTR are displayed next to each other with the same background color. The fields displayed in the result are defined in Query display fields. The result is divided into pages (the user can define the page size) and the user can navigate through the pages (first page, previous and next page).

The user is also able to perform the following actions:

- Use navigation buttons to go to first, previous or next page
- Reverse sorting (Ascending, descending)
- Set the page size (number of records per page) for TDR table
- Get the number of records which match the current query
- Display statistics of the current trace
- Modify the query and re-execute it to refine the transactions
- Export a file that contains a summary of TDR records, an event diagram, a list of TTR events, and a full decoding panel for every Diameter, RADIUS, or RADIUS embedded within a Diameter payload message. There are multiple formats in which the file may be exported:
 - Export TTR as HTML - exports the file from the currently selected TTR in an HTML format
 - Export TTR as PCAP - exports the file from the currently selected TTR in a PCAP format that is directly downloaded to the user's server without a progress bar or a way to cancel the export
 - Export trace as PCAP - exports the contents of a trace into a PCAP format that is directly downloaded to the user's server, indicated by a progress bar that also allows the user to cancel the export. If the export is cancelled, ProTrace exports all information that was downloaded prior to the cancellation.

Note: ProTrace exports payload data in IPv4 or IPv6 based on the original transport type. TCP or SCTP transport is used in the export based on the original transport type. Source IP, source port, destination IP and destination port from the payload are used. When the payload size exceeds the maximum of TCP/SCTP packet size, the payload is segmented into multiple IP packets so that 3rd party tools can assemble and present it as a single diameter payload.

Change layout - enables you to change the page layout using a variety of combinations. See [Changing the Page Layout](#) for further information.

Selected Trace - Shows the name of the Trace currently being analyzed

Query selected - placing the cursor over on this icon opens a small information pop-up showing the name, description, and network information of the query being run. This information is useful because it confirms the user is looking at the correct trace

TDR List Retrieval

Network traces require TDR data to be retrieved from multiple sites and may take longer to process based on the number of sites, network latency, etc. When retrieving network trace results from the **Analyze with IDIH** function on the DSR GUI or from the main ProTrace page and the trace is a network trace, then ProTrace displays a progress dialog, which displays the following information as shown in [Figure 8: TDR List Retrieval](#):

- Time Period
- Progress bar
- Network result status - x out of y processed, where x is the current number of processes and y is the total
- Network Table with individual IDIH site information (Name, address, and status)
- **Cancel** Button

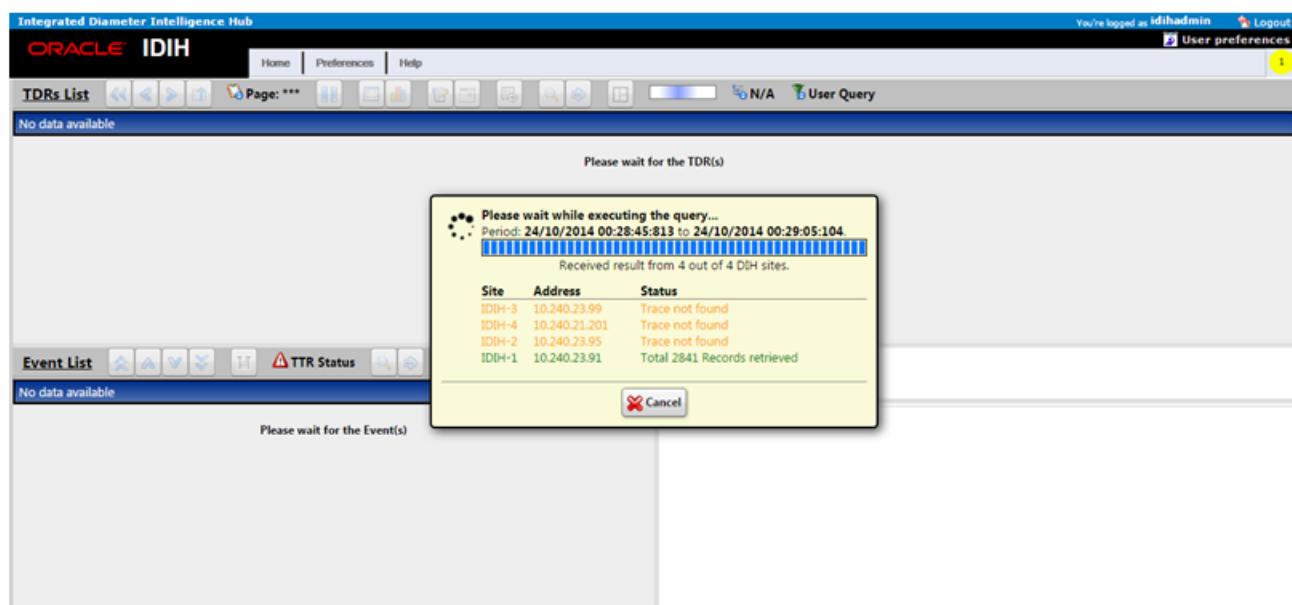


Figure 8: TDR List Retrieval

Message Copy

When the TTR was copied during the Message Copy feature to DAS, it is indicated in the TDR. The TDR contains two fields which have references to either the copied TTR or to the original TTR. The fields are called **LinkedTTR** and **CorrelationID**. If these references exist in the TDR (these fields are not empty), then the TDR is highlighted with a different text color.

When the user right clicks on a TDR, a popup menu is displayed and the user can select **Search Message Copy**.

When the user selects **Search Message Copy**, a new query is created and executed. The query populates the Trace Viewer with TDRs that have the same **LinkedTTR** or **CorrelationID** values as the original TDR that was used to start the search.

When the original Answer message appears in the copied message, it is included in the group AVP with code 2156 and vendor ID 323. This AVP appears in the Full Decoding Panel as "MSG-Copy-Answer".

In the original TTR, apart from standard events, two new events will appear if a message is copied - "Message Copy Triggered" and "Message Copied". Depending on where the trigger point is set, there may be up to 4 "Message Copy Triggered" events. These events will have the scope set as "IR Data". "Message Copied" events will have the scope set as "IA Data". Each "Message Copy Triggered" event will have Message Copy Configuration Set name (MCCS) as its instance data, as well as where the Message Copy was triggered.

A copied TTR will start with a new Event "Copied Message". The "Copied Message" event's scope will be "IG" (Internally Generated). MCCS will be used as the instance data. MCCS will result in selecting the route list and subsequently the route group. These standard events will be seen, but their scope will be "IG Data".

TTR Events Panel

The TTR Event Panel displays a list of all TTR events associated with the selected transaction (TDR). Whenever the user selects a TDR in the TDR Panel, the TTR Event Panel is refreshed with the corresponding TTR events. The Event table has the following columns:

Rec #	Time	Event Type	Event Scope	Transport Type	Connection	Source Node	Source Port	Destination Node	Destination Port	Event Data	Application
1	28/07/2014 06:20:01.000	Message Received	IR	TCP	mmml_conn	mmml - 10.250.51.144	36137	ferb_dsr - 10.240.19.164	36168	-	IGPP S
2	-	Trace Match	IR Data	-	-	-	-	-	-	test_Sd_TTP-IR	-
3	-	ART Rule Not Found	IR Data	-	-	-	-	-	-	Default	-
4	-	PRT Rule Not Found	IR Data	-	-	-	-	-	-	Default	-
5	-	Dest-Host Routing	IR Data	-	-	-	-	-	-	-	-
6	-	Trace Match	ER Data	-	-	-	-	-	-	test_Sd_TTP-ER	-
7	28/07/2014 06:20:01.000	Message Sent	ER	TCP	hss1_conn	ferb_dsr - 10.240.19.164	10001	hss1 - 10.250.51.145	10001	-	IGPP S
8	28/07/2014 06:20:01.000	Message Received	IA	TCP	hss1_conn	hss1 - 10.250.51.145	10001	ferb_dsr - 10.240.19.164	10001	2001 - DIAMETER_SUCCESS	IGPP S
9	-	Trace Match	IA Data	-	-	-	-	-	-	Adhoc_ans_Sd_TTP-IA	-
10	-	Trace Match	EA Data	-	-	-	-	-	-	Adhoc_ans_Sd_TTP-EA	-

Figure 9: Event List Panel

The user can also click **Toggle Ladder Diagram** to view events in an Event Diagram.

- **Time** (the column is populated for payload events only. It contains the time when the message was received or sent)
- **Event Type** and **Event Scope**

Event Type	Event Scope
Message Received	IR (Ingress Request), IA (Ingress Answer)
Message Sent	ER (Egress Request), EA (Egress Answer)
Message Created	App Data (Application Data)
App Invoked	App (Application)

Event Type	Event Scope
App Result	App Data
App Invocation Failed	IR Data, IA Data
Trace Match	IR Data, ER Data, IA Data, EA Data
Linked TTR	
ART Rule Match	IR Data
ART Rule Not Found	IR Data
PRT Rule Match	IR Data
PRT Rule Not Found	IR Data
Unavailability Action	IR Data, IA Data
Route List Selected	IR Data
Dest-Host Routing	IR Data
Alternate Implicit Routing	IR Data
Route Group Selected	IR Data
Mediation Rule Match	IR Data, IA Data, ER Data, EA Data
Request Rerouted	IR Data
Answer Timeout	IA
Answer Matching Failed	IA Data
Address Resolution Match	App Data
Routing Exception	App Data
DP Query Sent	App Data
DP Response Received	App Data
DP Query Failure	App Data
DP Response Timeout	App Data
SBR Query Sent	App Data
SBR Response Received	App Data
SBR Query Failure	App Data
SBR Response Timeout	App Data

- **Transport Type** ("TCP" or "SCTP" for payload events only)
- **Connection Id** (The name of the connection defined in DSR)
- **Source Node** ("- **Source Port** (TCP/STCP IP port number for payload events)

- **Destination Node** ("**<Node name>** - **<IP address>**" for payload events; IP is translated and node name is displayed if there is a record in Local Node or Peer Node reference data at DSR for the given IP address)
- **Destination Port** (TCP/STCP IP port number for payload events)
- **Event Data** (Event data from TTR event; Event Data for Answer payload events contains the result code from ResultCode AVP (code 268) or ExperimentalResultCode AVP (code 298) in the form of "**<Error Code>** - **<Error description>**")
- **Application** (Diameter Application for payload events, empty for the rest)
- **Command Code** (Mmessage command code in form of "**<Short name>** - **<Long name>**" for payload events)
- **DSR-DSR** (If the message transpired between two DSR nodes, then the column shows a "YES" value. If the message transpired between one DSR node and either a client (e.g. MME) or server (e.g. HSS), then the column shows a "NO" value. This value is required for N-IDIH to create a correct ladder diagram from the event list)

Ladder Diagram

The Ladder Diagram shows the TTR events in graphical form. It is just another form of information shown in TTR Event panel. Additionally, ProTrace will process and display "Client Redirect" events when received.

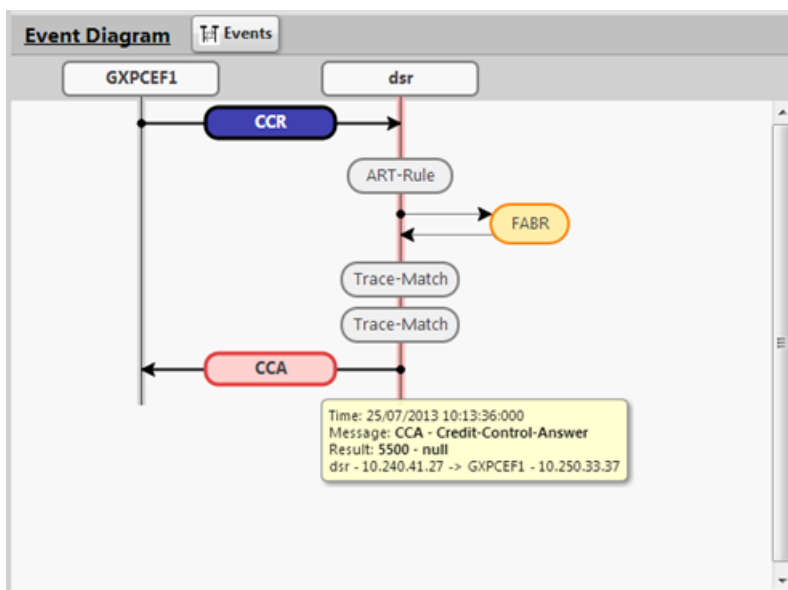


Figure 10: Ladder Diagram

The user can hover or click on a bubble of the ladder diagram which may show information about that particular bubble in the Diameter Full Decoding Panel.

The user can also click **Toggle Event Table** to view events in tabular form, which also allows for a selected row to appear in the Diameter Full Decoding Panel.

Table 3: Ladder Diagram Visualization defines how the TTR events are visualized in the ladder diagram:

Table 3: Ladder Diagram Visualization

Event Type	Event Scope	Event Diagram Visualization	Title	Tooltip
Request Message Sent/Received	IR, ER	Blue bubble with arrow from source node to destination node	Command Code short name (for example ULR for Update Location Request)	Time, Command Code
Answer Message Sent or Received with Success Result Code (RC < 3000)	IA, EA	Green bubble with arrow from source node to destination node	Command Code short name (for example ULA for Update Location Answer).	Time, Command Code, Result
Answer Message Sent or Received with Success Result Code (RC >= 3000)	IA, EA	Red bubble with arrow from source node to destination node	Command Code short name (for example ULA for Update Location Answer)	Time, Command Code, Result
Message Created	App Data	Gray bubble on DSR node	"Message-Created"	
App Invoked	App	Orange bubble next to DSR node with arrows from DSR to and from Application bubble	"<Name>" from Event Data	"Application: <Name>" (Event Data)
App Result	App Data	App Result appends a text to the corresponding Application's tooltip		"Result: <Event Data>" appended in previous Application's (App Invoked) tooltip
App Invocation Failed	IR Data, IA Data	App Invocation Failed makes the corresponding Application bubble red and appends text to its tooltip.		Appends "Invocation Failed: <Event Data>" red text in previous Application's tooltip
Trace Match	IR Data, ER Data, IA Data, EA Data	Gray bubble on DSR node	"Trace-Match"	"Matched Trace: <Event Data>"
Linked TTR		No visualization		
ART Rule Match	IR Data	Gray bubble on DSR node	"ART-Rule"	"ART Rule: <Event Data>"

Event Type	Event Scope	Event Diagram Visualization	Title	Tooltip
ART Rule Not Match	IR Data	Red bubble on DSR node	"ART-Rule-Not-Match"	
PRT Rule Match	IR Data	Gray bubble on DSR node	"PRT-Rule"	"PRT Rule: <Event Data>"
PRT Rule Not Match	IR Data	Red bubble on DSR node	"PRT-Rule-Not-Match"	
Unavailability Action	IR Data, IA Data	Unavailability Action makes the previous event bubble red.		Appends "Unavailability Action" red text in the previous bubble's tooltip
Route List Selected	IR Data	Gray bubble on DSR node	"Route-List"	"Selected List: <Event Data>"
Dest-Host Routing	IR Data	Gray bubble on DSR node	"Dest-Host-Routing"	
Alternate Implicit Routing		Alternate Implicit Routing makes previous metadata bubble red and appends a text in its tooltip.		Appends "Alternate Implicit Routing" red text in the previous metadata bubble's tooltip
Route Group Selected	IR Data	Gray bubble on DSR node	"Route-Group"	"Route Group: <Event Data>" (Event Data contains group name)
Mediation Rule Match	IR Data, ER Data, IA Data, EA Data	Gray bubble on DSR node	"Mediation-Rule"	"Matched Rule: <Event Data>" (Event Data contains rule name)
Request Rerouted	IR Data	Gray bubble on DSR node	"REQ-Rerouted"	"Attempts: #<Event Data>" (Event Data contains attempt #)
Answer Timeout	IA	Arrow from source node to destination node	"Answer Timeout"	No tooltip
Answer Matching Failed	IA Data	Red bubble on DSR node	"ANS-Match-Failed"	
Address Resolution Match	App Data	Address Resolution Match appends a text		"Address Resolution: <Event Data>"

Event Type	Event Scope	Event Diagram Visualization	Title	Tooltip
		to the corresponding Application bubble.		(Event Data formatted as a list)
Routing Exception	App Data	Routing Exception appends a text to the corresponding Application bubble.		"Routing Exception: <Event Data>"
DP Query Sent	App Data	DP Query Sent appends a text to the corresponding Application bubble.		"DP Query Sent: <Event Data>" (Event Data formatted as a list)
DP Response Received	App Data	DP Response Received appends a text to the corresponding Application bubble.		"DP Response Received: <Event Data>" (Event Data formatted as a list)
DP Query Failure	App Data	DP Query Failure appends a text to the corresponding Application bubble.		Appends red text "DP Query Failure: <Event Data>"(Event Data formatted as a list)
DP Response Timeout	App Data	DP Response Timeout appends a text to the corresponding Application bubble.		Appends red text "DP Response Timeout: <Event Data>"(Event Data formatted as a list)
SBR Query Sent	App Data	SBR Query Sent appends a text to the corresponding Application bubble.		"SBR Query Sent: <Event Data>" (Event Data formatted as a list)
SBR Response Received	App Data	SBR Response Received appends a text to the corresponding Application bubble.		"SBR Response Received: <Event Data>" (Event Data formatted as a list)
SBR Query Failure	App Data	SBR Query Failure appends a text to the corresponding Application bubble.		Appends red text "SBR Query Failure: <Event Data>" (Event Data formatted as a list)
SBR Response Timeout	App Data	SBR Response Timeout appends a text to the		Appends red text "SBR Response Timeout: <Event

Event Type	Event Scope	Event Diagram Visualization	Title	Tooltip
		corresponding Application bubble.		Data>" (Event Data formatted as a list)
Message Copied	IA	MSG-Copied bubble appears on DSR node	"MSG-Copied"	No tooltip
Copied Message	IG (Internally Generated)	Copied-MSG bubble appears on DSR node	"Copied-MSG"	Copied Message ID appears in the tooltip
Message Copy Triggered	IR, ER	MC-Triggered bubble appears on DSR node	"MC-Triggered"	No tooltip
Request Redirected	IR Data	Gray bubble on DSR node	"REQ-Redirected"	"Attempts: #<Event Data>" (Event Data contains attempt #)

ProTrace Full Decoding Panel

When the user selects a payload event in the Events Panel or a balloon from the Event Diagram, the corresponding message is displayed fully decoded in the Full Decoding Panel. This view explains every byte of the selected message.

The ProTrace Full Decoding Panel is further divided into two panels. The first panel shows the payload bytes of the messages. The second panel displays the Message Header and all AVPs decoded into a readable format. It shows every field of the header and AVP. Each field of the message header and AVP is displayed on separate lines.

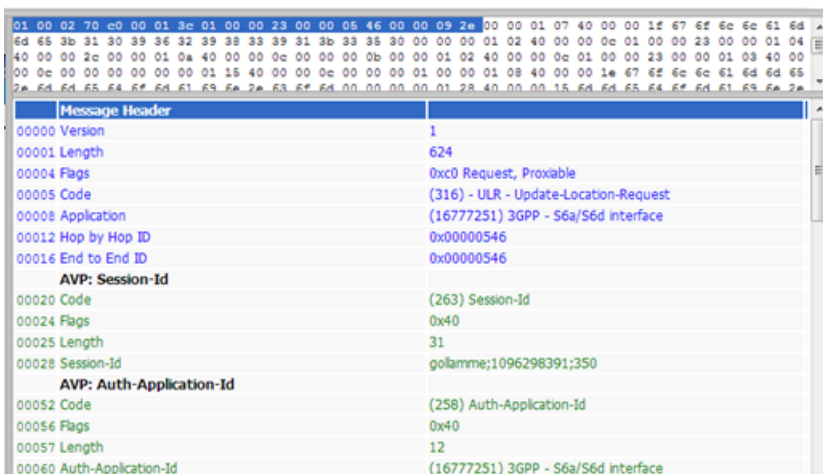


Figure 11: ProTrace Full Decoding Panel

The detailed decoding list has the following columns:

- **Offset** (An offset address of the field from the beginning of the payload. The Version field of the Message Header has an offset 0)

- **AVP / Field Name**
- **Value and description** (Value and possible description)

Table 4: ProTrace Full Decoding Panel

AVP Type	Display
Integer32/Unsigned32 Integer64/Unsigned64	Numeric value
Enumerated	Numeric value + description of the value if known
Grouped	Names of all child AVPs
UTF8String	UTF string from the bytes
OctetString	If all bytes are displayable (codes are from 32 to 128 ASCII) then it is displayed as UTF string, otherwise the hex decode is displayed
IPAddress	D.D.D.D or XXXX:XXXX:...:XXXX:XXXX depending on IP version (IPv4 or IPv6) (where D is decimal digit and X hexadecimal digit)
AppId	Application Id and Name if known
VendorId	Vendor Id and Name if known

Custom AVPs, Commands, and Vendors

The user can add custom AVPs, commands and vendors through an XML configuration file called diameter dictionary file. The Diameter decoder component, which is responsible for diameter message/AVP decoding, will look at its start-up at the specific location (at the Application server itself) and if it finds the dictionary file there, it will use it to decode diameter messages.

If a change is made to this dictionary file, the application server must be restarted to pick-up the changes.

The custom diameter dictionary file must be valid XML file, which contains one single root element called "dictionary." All other tags defining custom commands, vendors and AVP must be included inside of this tag.

AVP Example

```
<?xml version="1.0" encoding="UTF-8"?>
<dictionary>
  <vendor vendor-id="VF" code="12645" name="Vodafone" />
  <command code="316" short-name="UL" name="Update-Location" />
  <avp name="3GPP:3GPP-IMSI" display="3GPP-IMSI" code="1" vendor-id="3GPP"
type="UTF8String" />
  <avp name="Framed-Routing" display="Framed-Routing" code="10"
type="Enumerated" >
    <enum code="0" name="None" />
    <enum code="1" name="Broadcast" />
    <enum code="2" name="Listen" />
  </avp>
</dictionary>
```

```

        <enum code="3" name="Broadcast-Listen"/>
    </avp>
    <avp name="3GPP:User-Identity" display="User-Identity" code="700"
vendor-id="3GPP" type="Grouped">
        <avp ref="Public-Identity"/>
        <avp ref="3GPP:MSISDN"/>
        <avp ref="3GPP:Public-Identity"/>
    </avp>
</dictionary>

```

Adding Custom AVPs

Simple AVP Tag Format

The following format must be used to define new custom AVP:

```

<avp name="<avpName>"
display="<displayText>"
[vendor-id="<vendorId>"]
code="<code>"
type="<type>" />

```

where

- **name** must be a unique AVP identifier in the dictionary file, if the vendorId is present then the name should be preceded by vendor-id (see the example below)
- **display** is the text displayed for this AVP (usually the same as **name**)
- **vendor-id** is optional and, if present, then must be either defined in the custom dictionary file, or must be one of the predefined ones
- **type** must be one of the following predefined types:
 - OctetString
 - Integer32, Unsigned32, Integer64, Unsigned64
 - UTFString
 - IPAddress
 - TBCD
 - Enumerated
 - Grouped

Example:

```

<avp name = "3GPP:3GPP-IMSI"
display="3GPP-IMSI"
code="1"
vendor-id="3GPP"
type="UTF8String" />

```

Enumerated AVP Tag Format

The following XML tag format must be used to define new enumerated AVP

```

:
<avp name="<avpName>"
display="<displayText>"
[vendor-id="<vendorId>"]

```

```

code=" <code> "
type=" Enumerated"
<enum code="<value>" name="<enumDisplayText>" />
. . .
</avp>

```

where

- **name**, **display**, **vendor-id**, **code**, and **type** are the same as in the case of simple AVP format
- **code** is the numeric value
- **name** is a text which is displayed in the full decoding window. If the **name** value is not defined, the decoder displays just the simple numeric **code** value.

Example:

```

<avp name="Framed-Routing" display="Framed-Routing" code="10" type="Enumerated"
>
    <enum code="0" name="None" />
    <enum code="1" name="Broadcast" />
    <enum code="2" name="Listen" />
    <enum code="3" name="Broadcast-Listen" />
</avp>

```

Grouped AVP Tag Format

The following XML tag format must be used to define new custom grouped AVP:

```

<avp name="<avpName>"
display="<displayText>"
[ vendor-id="<vendorId>" ]
code="<code>"
type="Grouped">
<avp ref="<refAvpName>" />
. . .
</avp>

```

where

- **name**, **display**, **vendor-id**, **code**, and **type** are the same as in the case of simple AVP format
- **avp** contains the **ref** name which must be the name of an existing AVP define in the custom dictionary

Example:

```

<avp name="3GPP:User-Identity" display="User-Identity" code="700" vendor-id="3GPP"
type="Grouped">
    <avp ref="Public-Identity" />
    <avp ref="3GPP:MSISDN" />
    <avp ref="3GPP:Public-Identity" />
</avp>

```

Adding Custom Commands

Command Tag Format

Custom commands are only required if there isn't a code previously defined in the default dictionary. The following XML tag format must be used to define new custom command code:

```
<command code="<code>"
short-name="<shortName>"
name="<commandName>" />
```

where

- **code** is the command code
- **short-name** is the text that appears in the ladder diagram events
- **name** is the text that appears in the full decoding of a message

Example:

```
<command code="316"
short-name="UL"
name="Update-Location" />
```

Adding Vendors

Custom vendors are only required if there isn't a vendor previously defined in the default dictionary. The following vendors are already defined and can be used without defining them again:

Vendor-Id	Vendor Code	Vendor
3GPP	10415	3GPP
3GPP2	5535	3GPP2
ATT	74	AT and T
ATTCCCE	2897	AT and T Capital Corp Ernest
ATTENS	9496	AT and T Enhanced Network services
ATTGNMC	2560	AT and T GNMC Amsterdam
ATTLINA	11976	AT and T Labs Intelligent Network analysis
ATTWireless	971	AT and T Wireless
BS	6431	Broadsoft
ER	193	Ericsson AB
ETSI	13019	ETSI
HP	11	Hewlett Packard
HW	2011	Huawei
IETF	0	IETF

Vendor-Id	Vendor Code	Vendor
JuniperNetworks	1411	Juniper Networks
JuniperNetworksInc	2636	Juniper Networks Inc
Merit	61	Merit Networks
MTS	29732	MTS
MTSALLSTREAM	23398	MTS Allstream Inc
MTSSPA	18390	MTS SPA
Nokia	94	Nokia
ORACLE	111	ORACLE
ORANGEDK	3531	Orange DK
ORANGEJ	31908	Orange Jordan
ORANGENBV	27585	Orange Nederland BV
ORANGER	23320	Orange Romania SA
ORANGES	11365	Orange Slovakia
ORANGESUS	2083	Orange Services US
RivadaNetworks	44107	Rivada Networks
Sprint	1421	Sprint
SprintPCS	2792	Sprint PCS
Sun	42	Sun Microsystems
TKLC	323	Tekelec
USR	9086	US Robotics
Verizon	32902	Verizon
VerizonBusiness	25516	Verizon Business
VerizonCardOperator	23170	Verizon Card Operator
VerizonESG	14542	Verizon ESG
VerizonWireless	12951	Verizon Wireless
VF	12645	Vodafone

If the new vendor needs to be added, then the following tag must appear in the custom AVP file:

```
<vendor vendor-id="<id>"
code="<code>"
name="<description>" />
```

Example:

```
<vendor vendor-id="VF"  
code="12645"  
name="Vodafone" />
```

where

- **vendor-id** is the vendor identified
- **code** is the vendor code
- **name** is the vendor name that appears in the full decoding of a message

Example:

```
<vendor vendor-id="VF"  
code="12645"  
name="Vodafone" />
```

Managing Custom AVPs

This section contains details necessary to add/modify custom AVPs and load them into the system.

Note: General Unix/Linux knowledge is required for this section.

Login

This section describes the necessary steps to login to the application server and change to the correct dictionary for custom AVP.

1. Login or remote shell into the application as user **admusr**.
% ssh admusr@192.168.11.1
2. Change the user to **tekelec**
%sudo su - tekelec
3. Change the dictionary to custom AVP.
% cd diameter

Edit/Modify AVP File

This section describes the necessary steps to edit/modify the custom AVP file.

1. Login or remote shell into the application.
2. Copy example file to custom-avps.xml file
% cp custom-avps.xml.example custom-avps.xml
3. Edit custom AVP file.
% vi custom-avps.xml

Load AVP File

This section describes the necessary steps to load (install) the custom AVP file into the application server.

1. Login or remote shell into the application.
2. Load custom AVP file.
% ./xmlload -l custom-avps.xml

Note: Users must logout from the IDIH portal/system before changes can be recognized.

Unload AVP File

This section describes the necessary steps to unload (remove) the custom AVP file into the application server.

1. Login or remote shell into the application.
2. Unload custom AVP file.
 % ./xmlload -d custom-avps.xml

Changing the Page Layout

The user can change the page layout of the TDR viewer (or Trace viewer) to re-arrange or hide the TDR, PDU, and Full Decode views. To change the layout, follow these steps.

Note: Changing the layout is persisted, so the next time TDR viewer is activated with a trace execution, the last layout used will be provided.

1. Click **Change Layout**.

The layout pop-up opens.

2. Select a **Layout**.

The page layout changes to match the user's choice. This will now be the default layout for this session type.

IDIH Trace Statistics

IDIH gathers statistics about transactions for active traces. The statistics have the following dimensions:

- TimeTag - end of the interval for which the record contains statistics
- TraceInstance - identifies trace to which this record belongs
- Node - IP address of the node
- DbLevel - MCL (Managed Object ChangeLevel)
- ResultCode - value of ResultCode AVP (code 268)
- ExperimentalResultCode - value of ExperimentalResultCode AVP (code 298)

and the following measures for the given matching dimension values:

- Count - total number of transactions
- Timeouts - number of time-out transactions

The statistics count the number of transactions for every combination of dimension values seen in received transactions. It counts transactions with result code only. If the TTR is missing an Answer message or the Answer message is missing a result code AVP, then the transaction is not counted.

The statistics are continuously generated and stored in an Oracle database. The complete statistics will be available up to five minutes after the trace has finished or has been stopped.

ProTrace reads the statistics and displays them to the user in the form of bar and pie charts.

- If the user double clicks on a bar, it executes a new query and displays TDRs for the clicked node and category (all, errors, success, timeouts)
- If the user double clicks a section in the pie chart, then it displays TDRs with the clicked result code for the selected node

The user can refresh the statistics presented by clicking the **Refresh Statistics** button.

The user also can return to the *TDR Panel Toolbar* by clicking the **Return to Traces** button.

E

ENUM

TElephone NUmber Mapping - A technology for unifying various communications and telephone addresses for private and business numbers, facsimile and mobile phone numbers, SMS services, Instant Messaging and email. ENUM integrates legacy phone numbers with the Domain Name System (DNS). Users can access and maintain a directory that supports all forms of wired communication, mobile communications networks, and the Internet. ENUM allows for an end user to be reached on multiple devices via one phone number and allows the end user to determine which device to contact first or multiple devices simultaneously.
E.164 Number Mapping

I

IDIH

Integrated Diameter Intelligence Hub

M

MCL

Managed Object Change Level