

SBC SWe Troubleshooting

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Figure 1: Typical VMware ESXi Virtual Environment

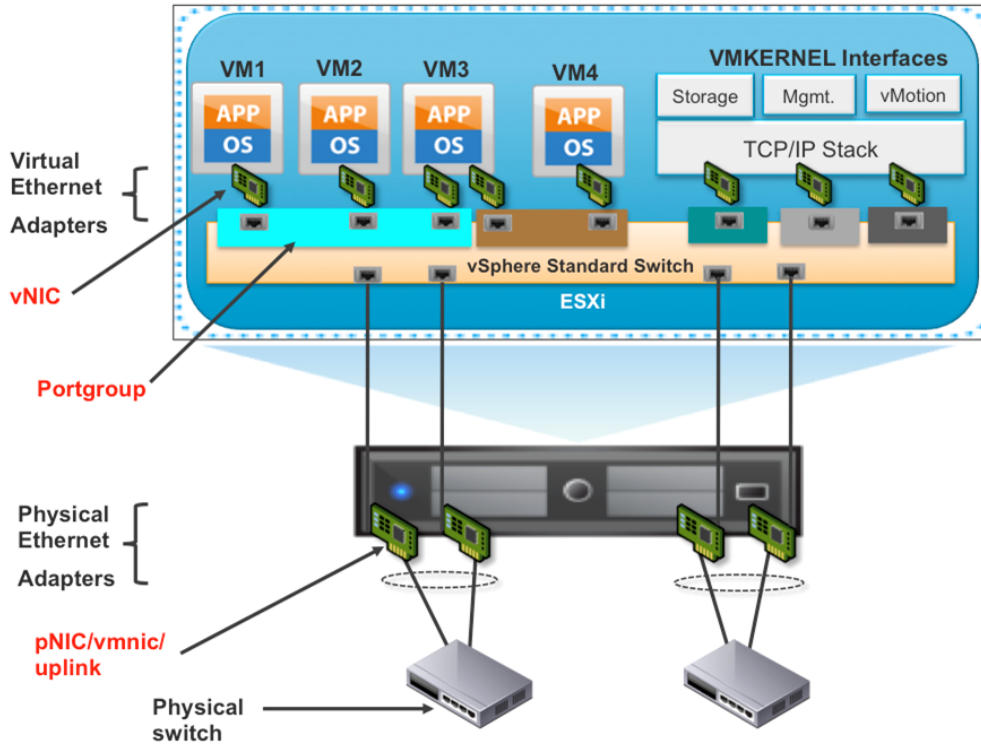
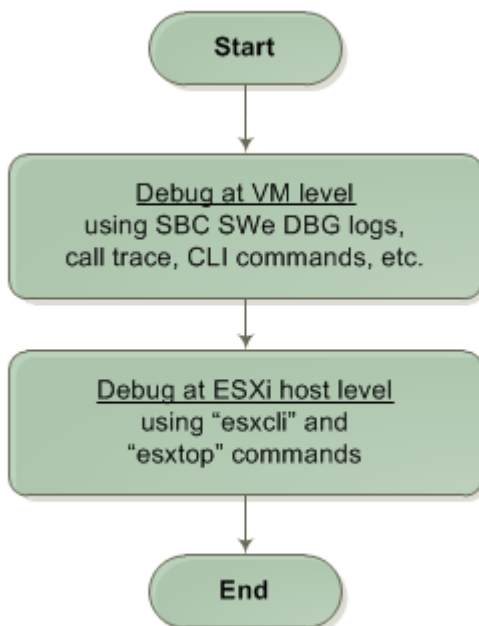


Figure 2: Top-Level Troubleshooting Flow





After switchover, if Calls/Registrations do not work, then check the GARP settings at the router. Generally, by default, in routers such as Juniper SRX, this setting is disabled. For details, see the link:

<http://kb.juniper.net/InfoCenter/index?page=content&id=KB24349>

Troubleshooting at VM Level

Troubleshoot SBC SWe inside VM using available CLI commands, DBG/SYS logs and call trace filter rules for both signaling and media traffic.

Troubleshooting at ESXi Host Level

Please refer to VMware documentation for troubleshooting guidance. For VMware ESXi troubleshooting, please refer to [vsphere-esxi-vcenter-server-51-troubleshooting-guide.pdf](#).

Collecting Diagnostic information at VMware ESXi Hypervisor

Use "vm-support" command to create a .tgz archive file of the ESXi logs, command results, and configuration information at the ESXi.

Accomplish the following steps:

1. Login to ESXi host shell using ESXi Management IP address.
2. Ensure "ssh" is enabled on ESXi host (use vSphere client to enable it if not already enabled).
3. Enter the following command to view a list of vm-support command options:

```
vm-support -h
```

Send the bundled file to Sonus for further debugging.

Reference:

http://kb.vmware.com/selfservice/microsites/search.do?cmd=displayKC&docType=kc&docTypeID=DT_KB_1_1&externalId=1010705

Troubleshooting During Switchover

As a part of the SBC switch-over process, the SBC moves the IP (Floating IP) to a different NIC. The SBC then reconfigures the NICs appropriately and broadcasts a GARP reply to inform neighboring devices about the change in the MAC address for the floating IP. Devices that receive the ARP packet then update their ARP tables with the new MAC address.

When the system experiences RTP issues after failovers, it is probably due to the fact that newly active interfaces are not discovered on the switch.

The link provides the recommended settings:

<http://kb.juniper.net/InfoCenter/index?page=content&id=KB24349>

