



Monitoring Active Calls

This chapter describes the commands that permit monitoring of active calls on the Cisco Unity Express system and contains the following sections:

- [Displaying Active Calls by Application, page 123](#)
- [Displaying Active Calls by Route, page 125](#)
- [Terminating an Active Call, page 127](#)

Displaying Active Calls by Application

To display active calls by Cisco Unity Express application, use the following command in Cisco Unity Express EXEC mode:

```
show ccn call application [all [subsystem {jtapi | sip}] |  
  application-name [subsystem {jtapi | sip}]]
```

where **all** displays active calls for all applications, *application-name* displays active calls for the specified application, and **jtapi** and **sip** display active calls for those subsystems.

The command displays information about the port, the call, and the media.

The following is sample output for the **show ccn call application** command:

```
se-10-0-0-0# show ccn call application voicemail  
  
Active Call Details for Subsystem :SIP  
-----  
  
**** Details for route ID :1200 ****  
-----  
  
** Active Port #1:Call and Media info **  
-----  
  
Port ID :4  
Port Impl ID :16904  
Port State :IN_USE  
Call Id :241  
Call Impl Id :FFCE47C8-669711D6-8C4BF237-80EC4A17@10.4.39.35  
Call State :CALL_ANSWERED  
Call active time(in seconds) :1  
Application Associated :voicemail
```

```

Application Task Id :17000000122
Called Number :1200
Dialed Number :
Calling Number :1005
ANI :
DNIS :
CLID :sip:1005@10.4.39.35
Arrival Type :DIRECT
Last Redirected Number :
Original Called Number :
Original Dialed Number :

```

```

Media Id :6
Media State :IN_USE
Media Destination Address :10.4.39.35
Media Destination Port :16970
Destination Size :20
Destination Payload :G711ULAW64K
Media Source Address :10.4.39.135
Media Source Port :16904
Source Size :30
Source Payload :G711ULAW64K

```

```
se-10-0-0-0# show ccn call application promptgmt
```

```
Active Call Details for Subsystem :SIP
```

```

***** Details for route ID :1202 *****
-----

```

```

** Active Port #1:Call and Media info **
-----

```

```

Port ID :3
Port Impl ID :16902
Port State :IN_USE
Call Id :242
Call Impl Id :92023CF-669811D6-8C50F237-80EC4A17@10.4.39.35
Call State :CALL_ANSWERED
Call active time(in seconds) :1
Application Associated :promptgmt
Application Task Id :17000000123
Called Number :1202
Dialed Number :
Calling Number :1005
ANI :
DNIS :
CLID :sip:1005@10.4.39.35
Arrival Type :DIRECT
Last Redirected Number :
Original Called Number :
Original Dialed Number :

```

```

Media Id :5
Media State :IN_USE
Media Destination Address :10.4.39.35
Media Destination Port :18534
Destination Size :20
Destination Payload :G711ULAW64K
Media Source Address :10.4.39.135
Media Source Port :16902

```

```
Source Size :30
Source Payload :G711ULAW64K
```

Displaying Active Calls by Route

Cisco Unity Express supports displaying active calls by route, which is a trigger number configured for an application. Use the **show ccn trigger** command to display a list of configured triggers.

To display active calls by route, use the following command in Cisco Unity Express EXEC mode:

```
show ccn call route [all [subsystem {jtapi | sip}] | route-address [subsystem {jtapi | sip}]]
```

where **all** displays active calls for all applications, *route-address* displays active calls for the specified route, and **jtapi** and **sip** display active calls for those subsystems.

The command displays information about the port, the call, and the media for both JTAPI and SIP subsystems.

The following example is sample output for the **show ccn call route all** command:

```
se-10-0-0-0# show ccn call route all

Active Call Details for Subsystem :JTAPI
-----

**** Details for route ID :2200 ****
-----

** Active Port #1:Call and Media info **
-----

Port ID :2
Port Impl ID :4086502013
Port State :IN_USE
Call Id :9
Call Impl Id :1566/1
Call State :CALL_ANSWERED
Call active time(in seconds) :6
Application Associated :voicemail
Application Task Id :17000000010
Called Number :2200
Dialed Number :
Calling Number :2001
ANI :
DNIS :
CLID :
Arrival Type :DIRECT
Last Redirected Number :
Original Called Number :2200
Original Dialed Number :

Media Id :2
Media State :IN_USE
Media Destination Address :172.16.59.11
Media Destination Port :22814
Destination Size :20
Destination Payload :G711ULAW64K
Media Source Address :10.4.14.133
Media Source Port :16388
```

```
Source Size :20
Source Payload :G711ULAW64K
```

```
  ** Active Port #2:Call and Media info **
  -----
```

```
Port ID :1
Port Impl ID :4086502014
Port State :IN_USE
Call Id :10
Call Impl Id :1567/1
Call State :CALL_ANSWERED
Call active time(in seconds) :6
Application Associated :voicemail
Application Task Id :17000000011
Called Number :2200
Dialed Number :
Calling Number :2003
ANI :
DNIS :
CLID :
Arrival Type :DIRECT
Last Redirected Number :
Original Called Number :2200
Original Dialed Number :
```

```
Media Id :1
Media State :IN_USE
Media Destination Address :172.16.59.12
Media Destination Port :27928
Destination Size :20
Destination Payload :G711ULAW64K
Media Source Address :10.4.14.133
Media Source Port :16386
Source Size :20
Source Payload :G711ULAW64K
```

```
Active Call Details for Subsystem :SIP
-----
```

The following example displays active calls for the route 1200, which is a trigger number for the voice-mail application.

```
se-10-0-0-0# show ccn call route 1200
```

```
Active Call Details for Subsystem :SIP
-----
```

```
**** Details for route ID :1200 ****
-----
```

```
  ** Active Port #1:Call and Media info **
  -----
```

```
Port ID :8
Port Impl ID :16912
Port State :IN_USE
Call Id :246
Call Impl Id :E682B0A9-673311D6-8C64F237-80EC4A17@10.4.39.35
Call State :CALL_ANSWERED
Call active time(in seconds) :0
Application Associated :voicemail
```

```
Application Task Id :17000000127
Called Number :1200
Dialed Number :
Calling Number :1005
ANI :
DNIS :
CLID :sip:1005@10.4.39.35
Arrival Type :DIRECT
Last Redirected Number :
Original Called Number :
Original Dialed Number :

Media Id :1
Media State :IN_USE
Media Destination Address :10.4.39.35
Media Destination Port :18812
Destination Size :20
Destination Payload :G711ULAW64K
Media Source Address :10.4.39.135
Media Source Port :16912
Source Size :30
Source Payload :G711ULAW64K
```

Terminating an Active Call

An active call can be terminated using the call's implementation ID or the implementation ID of the port through which the call came in to the system. Use the **show ccn call route** command to obtain the call or port implementation ID. See [“Displaying Active Calls by Route” on page 125](#).

To terminate an active call, use the following command in Cisco Unity Express EXEC mode:

```
ccn call terminate { callimplid | portimplid } impli-id
```

where *impli-id* is the implementation ID of the call or port.

The following examples terminate a call with implementation ID 1567/1:

```
se-10-0-0-0# ccn call terminate call 1567/1
```

The following examples terminate a call coming through a port with implementation 4086502014:

```
se-10-0-0-0# ccn call terminate port 4086502014
```

