

# Required debugging data



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## 1. About

This paper aims to help you collect all data required by RTX for analysing issues. It will guide you through the steps in preparing and gathering the logs concerning the issues you are facing.

If you are using RTX8663 or RTX9431, you can download all traces at once, including Wireshark traces. To do so, please refer to chapter 5. *RTX8663 and RTX9431 traces*. Else, if you are using our other solutions, you will have to manually download the traces. Therefore, depending on the system you are running on, please read the appropriate section.

## 2. RTX8660 and RTX9430 traces

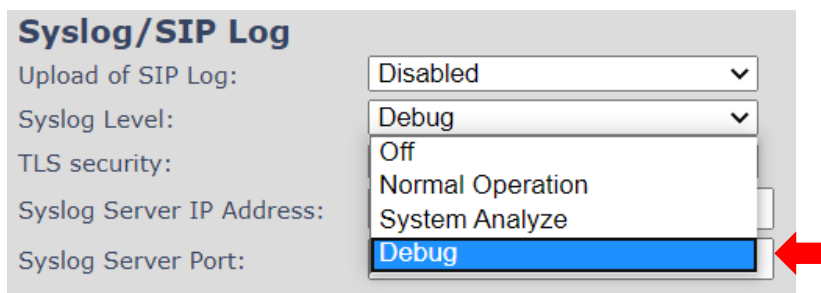
To gather all the traces, please make sure you follow the sections below. Afterwards, send your files to RTX for analysis.

### 2.1 Syslog file

To catch the errors in the system, you need to have your Syslog in Debug mode. To set the Debug mode, please follow the steps below:

**Step 1** Login to the base station and go to the **Management** menu

**Step 2** Navigate to the **Syslog/SIP Log** section and on the **Syslog Level** dropdown menu, select *Debug* and press **Save**. This option allows the base to display debug information and makes it easier to track the issues.



**Syslog/SIP Log**

Upload of SIP Log: Disabled

Syslog Level: Debug

TLS security: Off

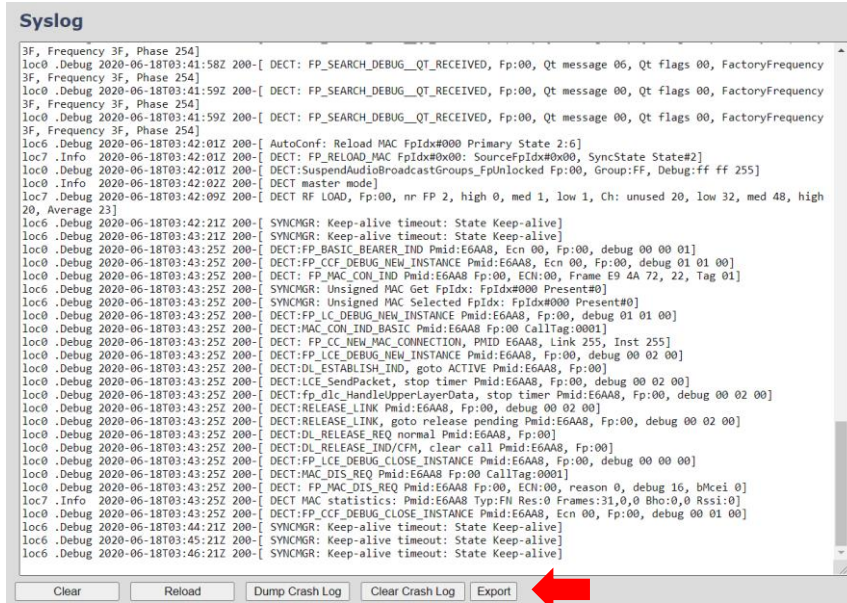
Syslog Server IP Address: Normal Operation

Syslog Server Port: System Analyze

Debug

**Step 3** Reproduce the issue you face

**Step 4** Enter the **Syslog** menu and click **Export** to download the file with the traces. If you are using RTX8663 or RTX9431, the syslog will be included in the *All traces* download, mentioned in chapter 5. *RTX8663 and RTX9431 traces*.

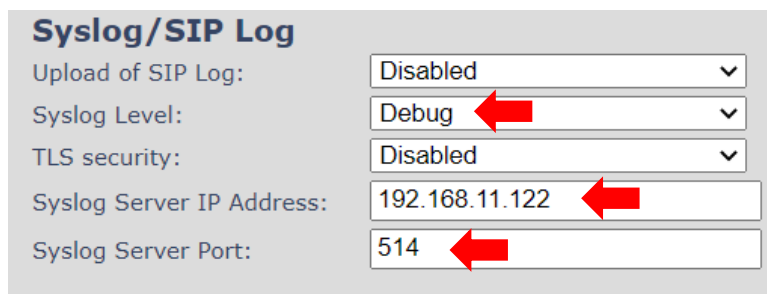


### 2.1.1 Syslog server

If you experience any issues with Unexpected reboots, it is recommended to have a running syslog server. The reason thereof is, that the server will catch the rebooting process and will allow RTX to track the errors. Therefore, to add a syslog server, please follow the steps below:

**Step 1** Login to the base station and go to the **Management** menu

**Step 2** Navigate to the **Syslog/SIP Log** section and from the **Syslog Level** dropdown menu, select **Debug**. Afterwards, add the IP address of the server (**Syslog Server IP Address**) and set the **Syslog Server Port**. Press **Save**



**Step 3** Reproduce the issue



**Step 4** Enter the syslog server and download the syslog file. Please note that even if your system is running on RTX8663 or RTX9431, the file must be downloaded manually and sent to RTX.

## 2.2 Configuration file

The configuration (config) file gives information about your system's setup and allows RTX to test in a similar environment. Please download the config file and send it to RTX:

**Step 1** Login to the base station and go to the **Configuration** menu

**Step 2** Click **Export** to download the configuration file

## 2.3 SIP log file

The SIP log keeps track of the calls in the system. Please download the SIP log file and send it to RTX:

**Step 1** Login to the base station and go to the **SIP Log** menu

**Step 2** Click **Export** to download the SIPlog

## 2.4 Statistics

The Statistics page is where further debugging information is stored. Therefore, to download this data, please follow the steps below:

**Step 1** Login to the base station and go to the **Statistics** menu

**Step 2** Click **Export** to get the debug data

## 2.5 Wireshark trace

RTX would like to have a Wireshark trace catching the problem. Therefore, if possible, please provide the trace info to us.

### 3. RTX8663 and RTX9431 traces

If you are running v480 or newer firmware on RTX8663 or RTX9431 bases, you can download all traces at once. The files downloaded will contain different types of traces, such as syslog, SIP log, config file, PCAP, etc.

To get all the debug information, please first set your syslog in debug mode (*see subchapter 2.1*). Thereafter, follow the steps below:

**Step 1** Login to the base station, go to the **Diagnostics** menu and select the **Logging** tab.

**Step 2** Select the traces you would like to record the issue and press **Save**.

#### Diagnostics

[Base stations](#) / [Extensions](#) / **Logging**

**RSX internal tracing** Disabled ▾

**PCAP internal tracing**

- Trace packets to/from this base (except Audio)
- Trace audio packets to/from this base
- Trace received broadcast packets
- Trace received IPv4 multicast packets

Expert tracing - input in hex format (e.g. 0x67):

- Trace received packet with destination MAC between (compare between each byte):

0x0	0x0	0x0	0x0	0x0	0x0
to	to	to	to	to	to
0xFF	0xFF	0xFF	0xFF	0xFF	0xFF

- Trace received Ethertype
- Trace received IPv4 protocol
- Trace received TCP/UDP port

0xFFFF	0xFFFF	0xFFFF
0xFF	0xFF	0xFF
0xFFFF	0xFFFF	0xFFFF

**Info** The traces are stored in ring buffers, so please download the traces immediately after the incident has happened.

Save
Cancel
Reset traces

**Download traces from:** All Basestations Current Basestation

Please enable javascript and use Edge 42, Firefox 61, Chrome 68 or later browser versions

**Step 3** Reproduce the issues you face

**Step 4** Go back to the **Logging** menu and download the traces. If you are running a system in single mode, select **Current Base station**, else choose **All Base stations**.