

# OfficeServ System Logs & MP Trace

2015/7/10

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# System Logs

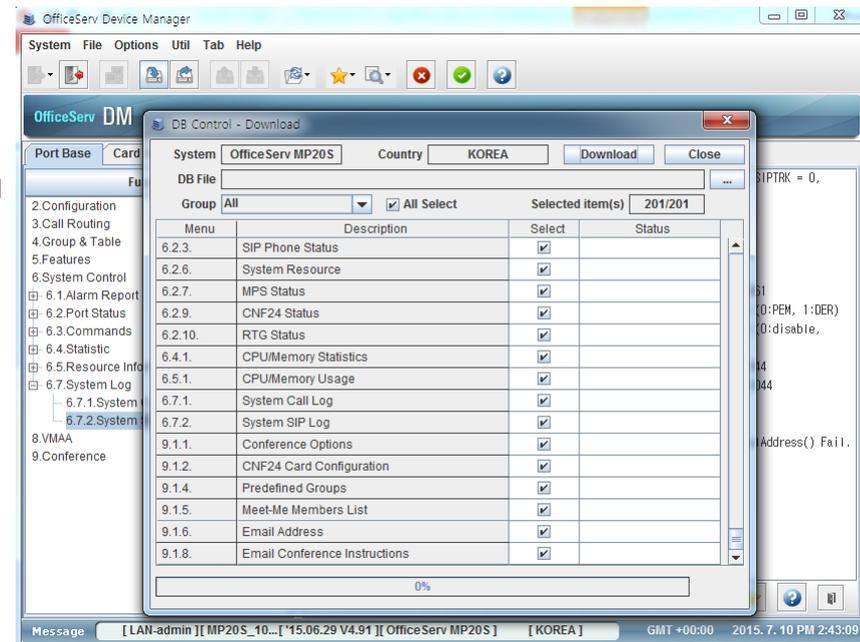
## When a problem Occurs > Download the System Database

### Send the System DB to HQ

- Beginning with V4.91, the log information is included in the System DB. When you save the system DB you also save the System Logs.
  - > 6.7.1 System Call Log
  - > 6.7.2. System SIP Log
- Capacity : most recent 450 calls (approximately)
- **Caution** : This information does not remain when the system is restarted

### Procedures

1. Connect to the system at the time the problem occurred by using DM v4.92
2. In the top menu bar, click System> Download DB menu
3. Select all entries
4. Click the [...] button to create a DB File
5. Click the [Download] button to download a System DB



# MPT Tool – Trace Log

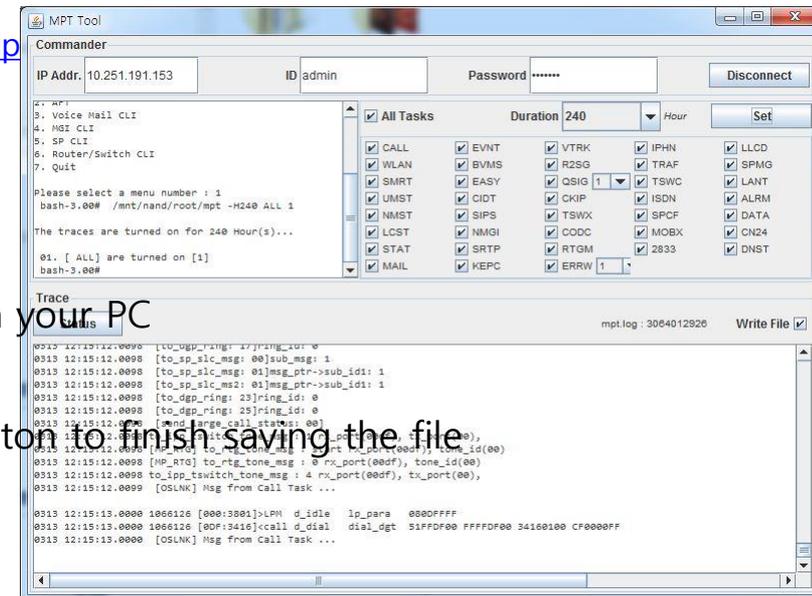
## When a problem Occurs

### Send the detail MP Trace Log to HQ

- Beginning with V4.91, the MP Trace log can be collected from a remote system MP
  - > MP Task Trace Log
- Port Usage : HTTP(80), TELNET(23), TRACE(5030)

## Procedures

1. In DM 5.13.11. Management IP White List menu, input the IP address of PC to use MPT Tool
2. In Web Browser, input MPT Tool URL  
[OS7100,OS7030,OS7070,MP20s] [http://system\\_ip/mptTool.php](http://system_ip/mptTool.php)  
[OS7400, MP20 – Private IP] [http://system\\_ip/card/mptTool.jnlp](http://system_ip/card/mptTool.jnlp)  
[OS7400, MP20 – Public IP] [http://system\\_ip/card/mptTool\\_public.jnlp](http://system_ip/card/mptTool_public.jnlp)
3. In MPT Tool, input the PW (default Telnet password)  
[OS7100,OS7030,OS7070,MP20s] Inputted User ID: admin  
[OS7400, MP20] Inputted User ID: kpsw
4. After select Trace Task and Duration, click the [Set] button
5. Click the [Write File] button to start saving a Trace Log on your PC
6. Select path then and enter a file name
7. After reproducing the problem > Click the [Write File] button to finish saving the file



# MP Trace Tool - Use Case

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- Basically, always check 'CALL' and 'EVNT'.
- In case of problem related to SIP Trunk or SIP Phone, check 'SIPS'.
- In case of problem related to signaling of SIP Trunk or SIP Phone, check 'VTRK'.
- In case of problem related to ISDN, check 'ISDN'.
- In case of problem related to SPNET , set 'QSIG' to 1 and check 'ISDN'.
- In case of problem related to OSPP IP Phone, check "IPHN'.
- In case of problem related to T.38 Fax, check '2833'.
- In case of problem related to voice path, check 'TSWC' and 'NMGI'.
- In case of problem related to sRTP, check 'SRTP'.
- In case of problem related to Mobex, check 'MOBX'.
- If R&D request a use of other options , please check it.

# Problems when Launching MP Trace Tool application

# Trouble Shooting Tips

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- **When you can not download the MPT Tool application**

- ✓ [Control Panel >Java >General >Temporary Files >Settings...]
  - ✓ Uncheck "Keep temporary files on my computer"
  - ✓ In [Delete Files...], After check "Installed Applications and Applets" , click the [OK] button
- ✓ In [Control Panel >Java >General > Network Settings...], select a option according to network configuration

- **When web page has the problem**

- ✓ In Internet Explorer, click [Tool >Compatibility View Settings]
- ✓ Add the system IP address