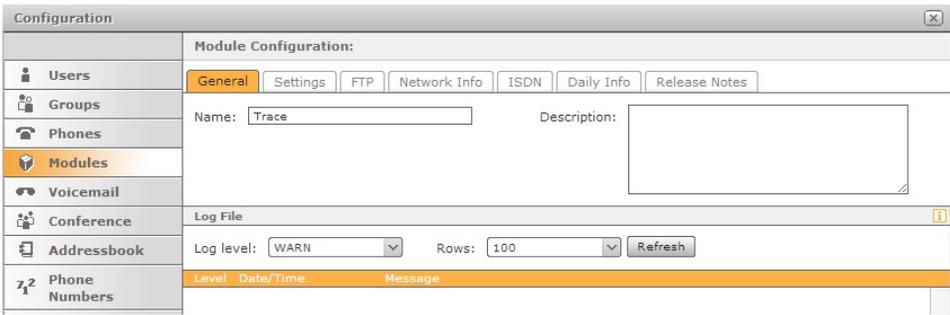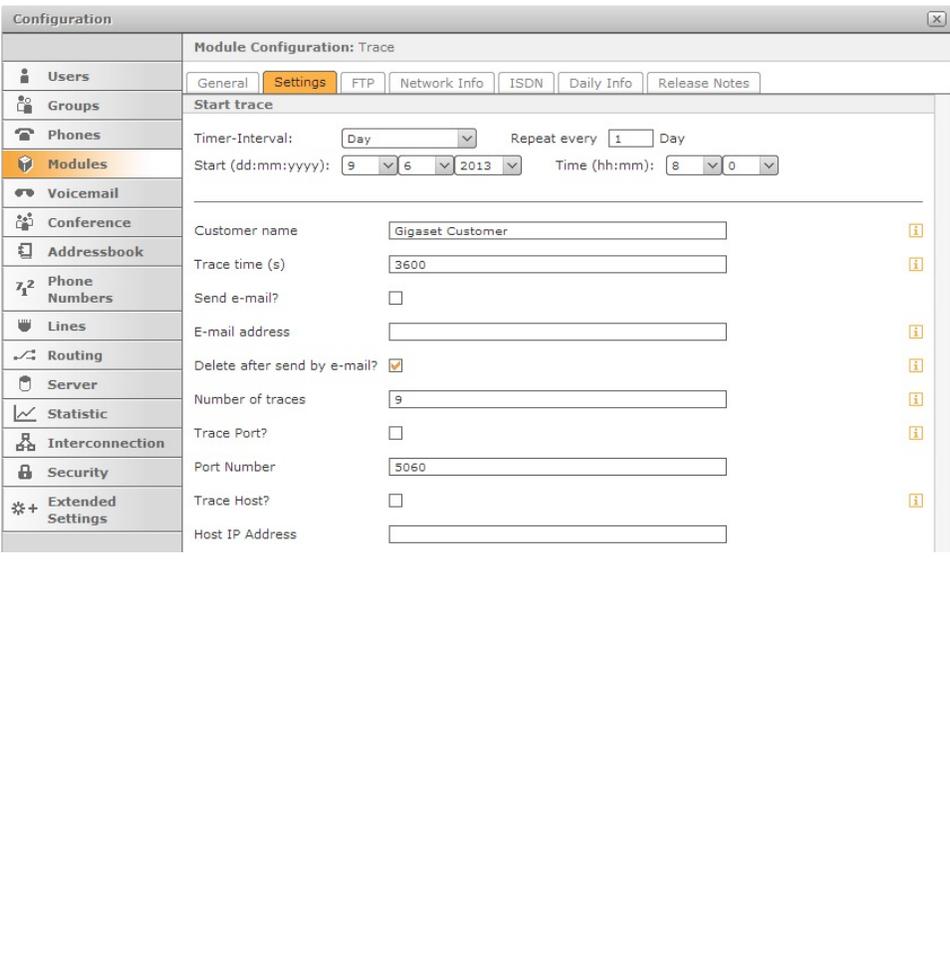# T300/T500 Error Tracing module

This module will enable you to capture different traces in case you have issues that are random and cannot be simulated. This module will start capturing the traces you need and will upload them to your private ftp server. The upload should be started after working hours because it can be hundreds of megabytes that could completely fill the customers upload bandwidth.

When the trace is started, your customer should inform you when at what extension the issue happend. The day after the upload you can investigate the traces to see what the issue is.

Old traces will be deleted when the module starts again the next day. Traces are stored in the /home/ directory.

	Description
	General: Add the module to the Gigaset T300_T500 and give the module a name.
	Settings: Set the date and time to start the trace, once the system clock is passing the time and the date is the same or newer the trace will start. **Customer name:** To identify on your ftp server to what customer the traces belong to. **Trace time (s):** The time how long one trace will run, recommended is to limit the time to 3600 seconds (1 hour) else traces can be to large.

Send e-mail?: If activated the traces will be send by email, you should not do this when large traces are made.

E-mail address: The e-mail address to send the traces to.

Delete after send by e-mail? : If deleted you can not upload them using ftp

Number of traces: How many traces will be started with time (Trace time (s)). Example: Start at 8 o'clock in the morning, trace time 3600s, 9 traces will mean the trace will stop at 17:00 o'clock.

Trace Port?: If enabled only traces for this port number are done: Example: 5060 for SIP messages.

Port number: The Port number that should be traced if Trace Port option is enabled.

Trace Host?: If enabled only traces to and from this host will be captured.

Host IP address: The IP address if Traces Host is enabled.

Configuration ⊠

Module Configuration: Trace

| Users | General | Settings | **FTP** | Network Info | ISDN | Daily Info | Release Notes |

| Groups | **Start ftp upload** |
| Phones |
| **Modules** | Timer-Interval: | Day ▾ | Repeat every 1 Day |
| Voicemail | Start (dd:mm:yyyy): | 9 ▾ | 6 ▾ | 2013 ▾ | Time (hh:mm): | 19 ▾ | 0 ▾ |
| Conference |
Addressbook	ftp server IP address	
Phone Numbers	ftp username	
Lines	ftp password	
Routing	ftp remote directory	/Public/
Server	Test FTP at module startup? ☐	ⓘ
Statistic
Interconnection	**Asterisk Logfiles**
Security	Include recent Asterisk logfile? ☐	ⓘ
	Include historic Asterisk logfile (last 5 days) ☐	ⓘ

FTP:

Set the date and time to start the FTP upload, once the system clock is passing the time and the date is the same or newer the FTP upload will start. The upload should be started after working hours because it can be hundreds of megabytes that could completely fill the customers upload bandwidth.

ftp server IP address: The (WAN) IP address of your FTP server.

ftp username: The username of the ftp account you created for this customer.

ftp password: The password of the ftp account you created for this customer.

ftp remote directory: The directory where your traces should be stored.

Test FTP at module startup?: When enabled a small testfile is sent using the FTP settings every time the module is enabled. This is usefull to check if all FTP settings are correct. This way you'll be sure your valuable tracedata will end up at the specified FTPServer correctly.

Asterisk Logfiles

Include recent Asterisk logfile? Enabling this option will include the asterisk logfile from this day, up to the ftp upload time.

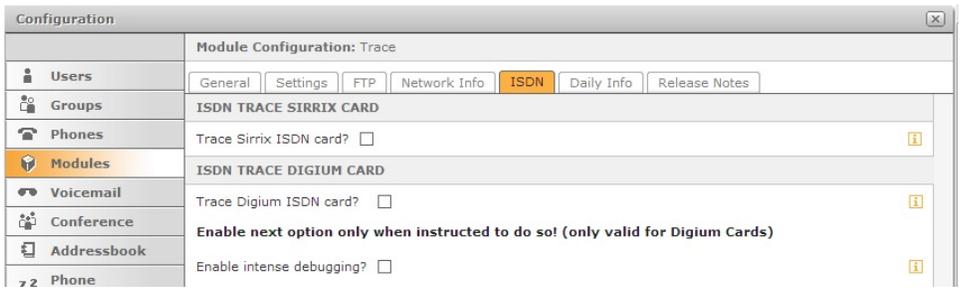**Include historic Asterisk logfile (last 5 days):** With this option the Asterisk all available historic logfiles be included in the FTP-upload.

Configuration		✕
Module Configuration: Trace		

Users
Groups
Phones
Modules

General | Settings | FTP | **Network Info** | ISDN | Daily Info | Release Notes

General Network information to module logfile

Ethernet interface information to logfile? ☐ ⓘ

Route information to logfile? ☐ ⓘ

Network Info:

Ethernet interface information to logfile? When enabled the Ethernet (eth0 and eth1) information is added to the logfile every time the module is activated.

Route information to logfile? When enabled the IP route information is added to the logfile every time the module is activated.

Configuration		✕
Module Configuration: Trace		

Users
Groups
Phones
Modules
Voicemail
Conference
Addressbook
Phone

General | Settings | FTP | Network Info | **ISDN** | Daily Info | Release Notes

ISDN TRACE SIRRIX CARD

Trace Sirrix ISDN card? ☐ ⓘ

ISDN TRACE DIGIUM CARD

Trace Digium ISDN card? ☐ ⓘ

Enable next option only when instructed to do so! (only valid for Digium Cards)

Enable intense debugging? ☐ ⓘ

ISDN:

Trace Sirrix ISDN card?: If you want to trace the Sirrix ISDN card enable this.

Trace Digium ISDN card?: If you want to trace the Digium ISDN card enable this.

Enable intense debugging?: Enable this option only when instructed to do so! This option is more CPU power consuming so normally do NOT check this box.

Daily Info:

Add DailyInfo to the modules log file?: When enabled, the following information is daily added on the first iteration to the log of this module: System Uptime, Network information, Digium Spans, Digium Intense debugging.

Send DailyInfo by FTP?: When enabled the DailyInfo information will also be included in the FTP upload. Filename is dailyinfo.zip

Download the module V.159