Running a Syslog on SPA Devices

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Contents

Introduction

This article is one in a series to assist in the setup, troubleshooting, and maintenance of Cisco Small Business products.

Q. How do I run a syslog on an SPA device?

A.

Step 1:
In order to configure the *SPA* to capture *SIP* messages, complete these steps:
*Linksys partners* can download a *syslog server tool* (slogsrv.exe) from the *Linksys Partner Connection*.

In order to get to the *VARs*:
i. Refer to the *Product Utilities*.
ii. Click on the Linksys *Voice System*.
iii. Click on the *SPA Utilities*.
iv. Click the *Syslog Server* for SPA Devices.

Now, to go to the SPs:

- Refer to the *Technical Tools*
- Click the *SPA Utilities*
- Finally, click the *Syslog Server* for SPA Devices.
- *Save* this file on your computer and then *run* it.
- A screen similar to a *DOS prompt* window will appear.
- Leave this screen open and proceed to the next step.
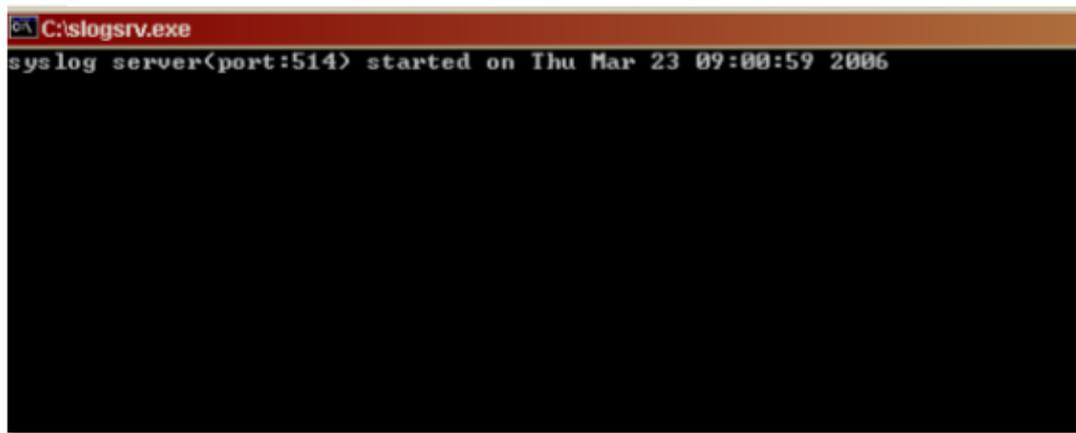
Step 2:
Access the SPA2002's web–based setup page. For instructions, click *Answer Link*.

Step 3:

Click *Admin Login* then click *System*. Under *Optional Network Configuration*, complete these fields:

- ♦ *Syslog Server:* (IP address of the computer running the syslog application)
- ♦ *Debug server:* (IP address of the computer running the syslog application)
- ♦ *Debug level:* 3

Step 4:

Then click *Line 1* or *Line 2* (depending which line you are using), and under *Sip Debug Option*, select *Full*.

Step 5:
Click [Submit All Changes].

Step 6:
You should now see traffic.

```
C:\DOCUME~1\techgirl\LOCALS~1\Temp\Temporary Directory 2 for slogsrv.zip\slogsrv.exe    _ □ ×
Jan  1 12:00:02 0014BF4D67C7 Profile Rule D:
Jan  1 12:00:02 0014BF4D67C7 Line 1 Preferred Codec:G711u
Jan  1 12:00:02 0014BF4D67C7 Line 1 Preferred Codec:G711u
Jan  1 12:00:02 0014BF4D67C7 Line 2 Preferred Codec:G711u
Jan  1 12:00:02 0014BF4D67C7 Line 2 Preferred Codec:G711u
Jan  1 12:00:02 0014BF4D67C7 RTP Packet Size:0.030
Jan  1 12:00:02 0014BF4D67C7 RTP Packet Size:0.030
Jan  1 12:00:02 0014BF4D67C7 IDBG[0]:8
Jan  1 12:00:02 0014BF4D67C7 IDBG[1]:8
Jan  1 12:00:02 0014BF4D67C7 [0]Reg Addr Change(0) 0:0->a630089:5060
Jan  1 12:00:02 0014BF4D67C7 [0]Reg Addr Change(0) 0:0->a630089:5060
Jan  1 12:00:02 0014BF4D67C7 [0:5060]->10.99.0.137:5060
Jan  1 12:00:02 0014BF4D67C7 [0:5060]->10.99.0.137:5060
Jan  1 12:00:02 0014BF4D67C7 REGISTER sip:10.99.0.137 SIP/2.0
Via: SIP/2.0/UDP 10.99.0.133:5060;branch=z9hG4bK-4d0b36e9
From: <sip:5551111@10.99.0.137>;tag=bc6af27df2901af2o0
To: <sip:5551111@10.99.0.137>
Call-ID: 4d48e7cb-260af5c2@10.99.0.133
CSeq: 59448 REGISTER
Max-Forwards: 70
Contact: <sip:5551111@10.99.0.133:5060>;expires=3600
User-Agent: Linksys/PAP2-3.1.9(LSc)
Content-Length: 0
Allow: ACK, BYE, CANCEL, INFO, INVITE, NOTIFY, OPTIONS, REFER
Supported: x-sipura

Jan  1 12:00:02 0014BF4D67C7
Jan  1 12:00:02 0014BF4D67C7
Jan  1 12:00:02 0014BF4D67C7 [0:5060]<<10.99.0.137:5060
Jan  1 12:00:02 0014BF4D67C7 [0:5060]<<10.99.0.137:5060
Jan  1 12:00:02 0014BF4D67C7 SIP/2.0 100 Trying
Via: SIP/2.0/UDP 10.99.0.133:5060;branch=z9hG4bK-4d0b36e9
From: <sip:5551111@10.99.0.137>;tag=bc6af27df2901af2o0
To: <sip:5551111@10.99.0.137>
Call-ID: 4d48e7cb-260af5c2@10.99.0.133
CSeq: 59448 REGISTER
User-Agent: Asterisk PBX
Allow: INVITE, ACK, CANCEL, OPTIONS, BYE, REFER, NOTIFY
Contact: <sip:5551111@10.99.0.137>
Content-Length: 0

Jan  1 12:00:02 0014BF4D67C7
Jan  1 12:00:02 0014BF4D67C7
```

Step 7:
In order to capture the error, keep the *syslog* running and just recreate you scenario up to the point where you know the problem is occuring. When you are done capturing all the sip messages, close the window.

Step 8:
Go to the location where the syslog application is saved. There should be a file (notepad) containing the syslog messages you just ran *syslog514.log*

Step 9:
After saving the syslog file on the computer, access it via dos prompt then execute the command with the desired port, the syntax should look like this:
C:\Documents and Settings\>slogsrv −p 515

Usage: slogsrv [−p port] [−o filename] [−t] [−h]

Where:
−p port specify the listening port, default "514"
−o filename specify the output file name, default syslog.port.log
−t turn the local timestamp and parse the syslog header
−h this help

Note: With this option, it will be possible to run multiple syslog on a single computer to monitor multiple SPA devices.

Related Information

- **Technical Support &Documentation – Cisco Systems**