

Running a Syslog on SPA Devices

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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:

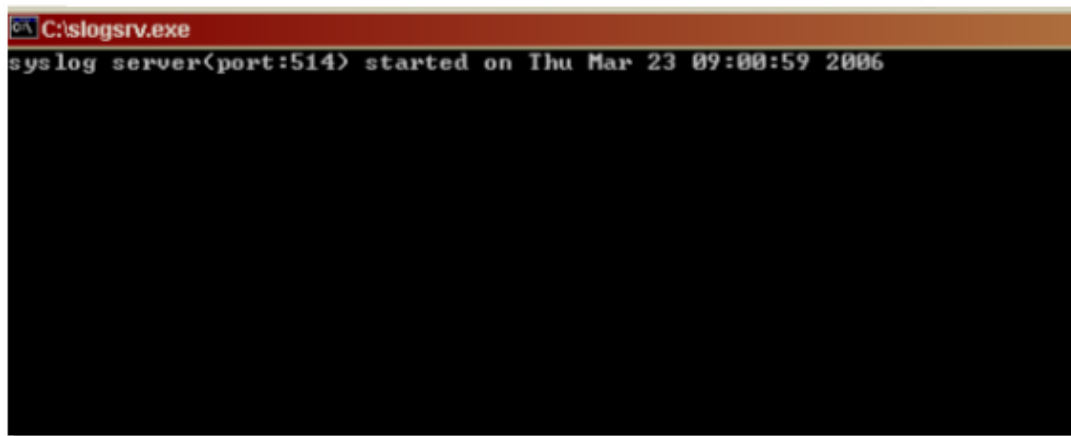
Linksys partners can download a *syslog server tool* (slogsrv.exe) from the *Linksys Partner Connection*.

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

The screenshot shows the 'Optional Network Configuration' form with several fields. A yellow callout box points to the 'Syslog Server' field with the text: 'Enter the IP address of the computer running the **syslog** application.' Another yellow callout box points to the 'Debug Level' dropdown menu, which is currently set to '3', with the text: 'Select 3.' The form includes fields for HostName, Primary DNS, DNS Server Order (set to Manual), Syslog Server, Debug Level (set to 3), Secondary DNS, DNS Query Mode (set to Parallel), Debug Server, and Primary NTP Server.

Step 4:

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

Click **Line 1** or **Line 2**.

Line Enable:

Streaming Audio Server (SAS)

SAS Enable:

SAS DLG Refresh Intvl:

SAS Inbound RTP Sink:

NAT Settings

NAT Mapping Enable:

NAT Keep Alive Enable:

NAT Keep Alive Msg:

NAT Keep Alive Dest:

Network Settings

SIP TOS/DiffServ Value:

Network Jitter Level:

RTP TOS/DiffServ Value:

SIP Settings

SIP Port:

SIP 100REL Enable:

EXT SIP Port:

Auth Resync-Reboot:

SIP Proxy-Require:

SIP R:

SIP Debug Option:

Select **full**.

Restrict Source IP:

Refer:

Refer Target Bye Delay:

Referee Bye Delay:

Refer-To Target Contact:

Step 5:

Click .

Step 6:

You should now see traffic.

```

C:\DOCUMENTS AND SETTINGS\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 IDBG101:8
Jan 1 12:00:02 0014BF4D67C7 IDBG111:8
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=bc6af27df2901af200
To: <sip:5551111@10.99.0.137>
Call-ID: 4d40e7cb-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=bc6af27df2901af200
To: <sip:5551111@10.99.0.137>
Call-ID: 4d40e7cb-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 occurring. 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**

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