

Capturing logs

Application Note AN314
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1 Overview

Capturing Vocality logs can be useful for debugging units. You can capture any of the logs that are available to you through the menu system.

When you are troubleshooting with Vocality Support Engineers, it is helpful to capture the current logs to send along with details of your configuration and the problem that has been observed.

2 Equipment

The only equipment you require is your unit, a supervisor cable and a PC running a suitable terminal program such as HyperTerminal, PuTTY or TeraTerm, configured for 9600bps, 8 data bits, no parity, one stop bit, no flow control).

Optional setting: If you experience any difficulties when attempting to paste the configuration back into a unit, you should set the 'line delay' to 50 milliseconds under ASCII Setup (see Figure 2).

3 Configuration

Connect the PC to your unit using the M&C/supervisor cable and open up a terminal session. Connection to most units is through serial connections, but can be through Telnet / SSH connections if configured. Note: The BASICS Multivoice product is only configurable through Telnet, described separately in other Application Notes.

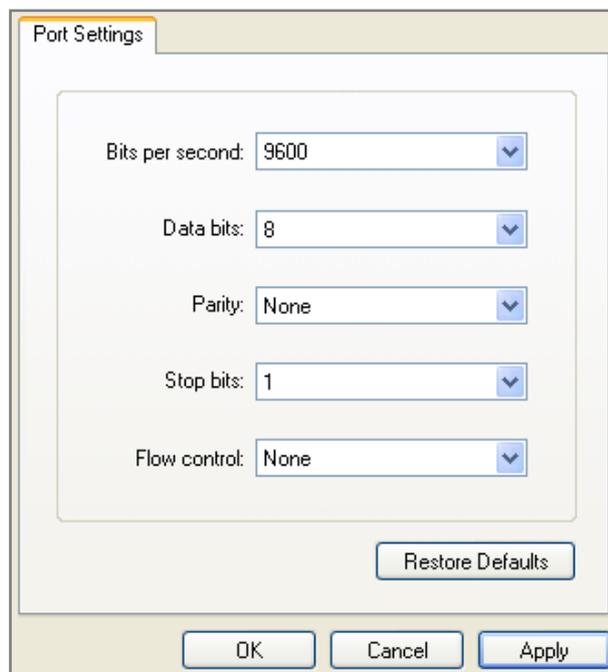


Figure 1 Port settings

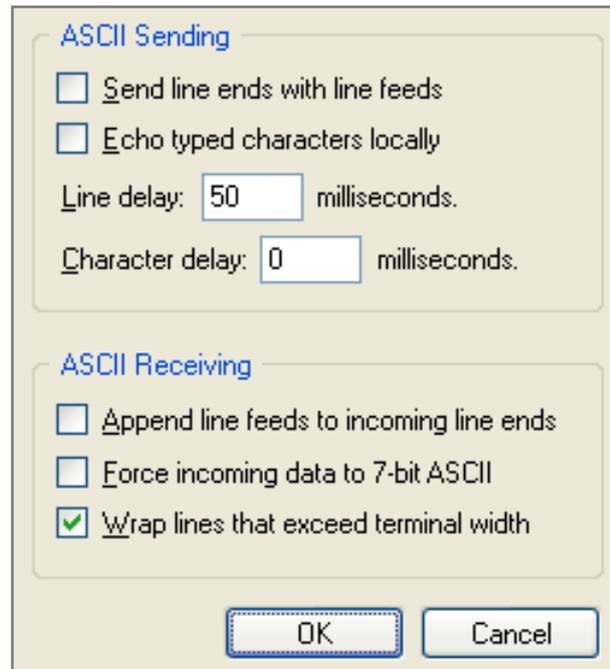


Figure 2 ASCII setup

4 Settings for terminal emulation package for different VOS versions

If you are using VOS versions up to VOS8 you can use a window which is 24 rows by 80 columns (the default), unless you are using BASICS Radio Relay in Standalone mode, in which case 43 rows by 80 columns are needed.

Making this change will depend on the terminal emulation package you are using. Within HyperTerminal it can be changed under File > Properties > Settings > Terminal Settings > Screen Rows & Columns. If you are using PuTTY make this change under the Window category.

5 Technique

Control of logging makes use of the trace commands, which you can look up on the **Diagnostics > Slot n > Logs > Log Help**



```
Node1                               BASICS
Agg Status: IP AGG: IPAgg DOWN
-----[...SLOTS MENU / SLOT 0 (BASICS Hybrid) / LOGS / LOG HELP ]-----

                                TRACE COMMANDS
                                -----
                                C = Clear trace
                                S = Proceed to start of trace
                                E = Proceed to end of trace
                                U = Scroll up trace
                                D = Scroll down trace
                                CR = Step down trace
                                L = List whole trace
                                P = Pause trace
                                R = Resume trace
                                M = Toggle display mode
                                T = Toggle time display mode
                                A = Acquire a trace log
                                ? = Display this help screen

-----Configuration #1 is active-----
<ESC> to exit
```

Figure 3 Diagnostics > Slot n > Logs > Log Help

Note: Log Help is only available when you are using the M&C port to access menus. This item is not present in the web interface Map zone. On the web interface there are buttons at the top of each log page to control the display: <Refresh>, <Pause Tracing> <Clear Log> or <Toggle Timestamp>.

In most cases, the commands are self-explanatory with [S]tart, [E]nd, [U]p, [D]own moving the viewing window to the relevant point in the trace buffer. [L]ist outputs the contents of the whole trace buffer, which may be useful when capturing the trace to a file and [C]lear empties the buffer. The [P]ause command freezes the trace buffer and stops recording status messages. When this is done the text ' [Paused] ' appears at the end of the log output (or after the command indication if there is no data to display). This is to avoid a trace being left paused unintentionally. When the [R]esume command is entered, the last page in the buffer is repeated together with the next five messages from live output. The display then continues in real-time.

[T]oggle time display or the <Toggle Timestamp> button is used to switch between display of seconds since boot and time of day.

[A]cquire trace log launches the log capture wizard.

5.1 Using the log capture wizard (VOS08_05_01 or later):

1. You will need to navigate through the menus to, say, **Diagnostics > Slot n > Logs > All Logs**, or another more specific subset of the logs, which you want to capture. Pressing <A> to 'Acquire a trace log' will launch a log capture wizard to ensure proper capture of complete logs.
2. When the wizard is started you will be prompted to **Clear the existing log (Y/N) ?**. You need to respond to this with <Y> or <N>. If you press <Y> you will be advised **Log Acquisition has been started. Press 'space' when acquisition is complete.**
3. Now recreate your issue by taking the necessary steps to make the problem call or connection.
4. Return to the log that you are using, such as **Diagnostics > Slot n > Logs > All Logs** and



press **<Space>**.

You will then be asked to **Start capture in terminal application, and press 'space'**.

To start a capture file in HyperTerminal:

- Select from the top menu bar **Transfer > Capture Text**.
- Select a place to store the file and a name for it. Press **Start**.

To stop a capture in HyperTerminal:

- Select from the top menu bar **Transfer > Capture Text > Stop**

To start a capture file in PuTTY:

- Alter your set up by choosing the **Logging** tab and check Session Logging: 'Printable Output'
- Specify a name and location to save the resulting text file.
- Return to the **Session** tab and press **Save**. Then start your session as usual.

To stop a capture in PuTTY:

- Close your session
- Reverse your setup changes by checking Session Logging: 'None'
- Return to the **Session** tab and press **Save**. Then restart your session as usual.

Eventually you will be advised *** End of log: Stop capture in terminal application, and press 'space' *..**

5. Stop capture in your terminal application and press **<Space>** to resume.

5.2 If you are using VOS software VOS08_04_01 or earlier:

1. You will need to navigate through the menus to, say, **Diagnostics > Slot n > Logs > All Logs**, or another more specific subset of the logs, which you are interested in logging. Press **<C>** to clear the log.
2. Now recreate your issue by taking the necessary steps to make the problem call or connection.
3. Return to the log that you are using, such as **Diagnostics > Slot n > Logs > All Logs** and press **<P>** to pause the log whilst you start a capture in your terminal emulator software.
4. Press **<L>** to list the whole trace recorded (since you last pressed **<C>**) to output the log to your terminal software.
5. Press **<R>** to resume logging.

6 About Application Notes

Application Notes are intended as a supplement to, rather than a substitute for, your User Manual. Should you have queries which are not answered by our current documentation, your local Vocality support team would be happy to hear from you. E-mail support@vocality.com.