

# Support - Client's log Analysis

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When users report some failure or misbehaviors related to dialing and receiving calls. there some steps to follow in analyzing possible network issues.

## Always on connection

The first steps in log analysis are:

checking if client was actually connected

## Dialling a call

Dialling a call involves a SIP transaction, where messages are exchanged between caller, PrivateServer and called.

## Hanging-up a call

When PrivateGSM hangs-up a call it informs server and other peer about it. A SIP transaction is involved and, depending on network, can appear instantaneous or can take a lot of seconds.