PSUM 4.0 Logs

There are several kind of logs on PrivateServer:

1. SIP activity logs
2. Registered Accounts
3. Web Authorization accesses
4. Call Detailed Records

Each one is suitable to monitor a different part of the service.

4.0.1 SIP activity logs

The **SIP Sessions** page show the activities each Account did with the server.

SessionLogEntry List

Timestamp	Event	Source	Peername	Account	Details	Useragent	Remoteaddr	Tlscipher	Reconcilied
2012-05-10 17:12:24.882	REGISTER	CLIENT	909	Sara	200 OK	snom320/8.4.18	93.57.41.37:28224		true
2012-05-10 17:12:11.347	REGISTER	CLIENT	908	Marco	200 OK	snom300/8.4.22	93.57.41.37:25807		true
2012-05-10 17:11:43.055	REGISTER	CLIENT	904	Sara 0039	200 OK	snom320/8.4.18	93.57.41.37:28224		true
2012-05-10 17:11:33.813	REGISTER	CLIENT	910	Sara	200 OK	snom320/8.4.18	93.57.41.37:28224		true
2012-05-10 17:09:24.626	DISCONNECT	CLIENT	1932		NETWORK_ERROR		93.57.41.37:33998		true

Figure 1. List of SIP Session Activities

To get this list just click on the **SIP Sessions** entry in the main menu. The activities are listed by date and they give you a detailed overview of the SIP status for each one. These logs are very useful for debugging the networking issues on the client side.

In figure Figure 1. List of SIP Session Activities you can read in the bottom line a **NETWORK_ERROR** that caused a disconnection for the user **1932**.

The **Event** column lists the SIP events:

- **CONNECT:** PrivateGSM client opened a connection to PrivateServer. This usually means the client has been activated
- **REGISTER:** The Account has been correctly registered and is now **on line**
- **UNREGISTER:** The Account has been correctly unregistered and is now **off line**
- **DISCONNECT:** PrivateGSM client closed the connection. This usually means the client has been stopped.

Each one has its **Details** column which explains the exact message provided by the PrivateServer.
CONNECT/DISCONNECT event are bound to a remote address, not directly related to a specific VoIP account. A periodic background task analyzes SIP session logs and, when possible, reconcile them, bounding these events to a specific account. "Reconciled" field show you if that event has been already reconciled.
Reconciliation is very useful while debugging SIP session for a specific user: clicking on username field will show a filtered list of SIP session events.

4.0.2 Registered Accounts

If you want a full list of all the Accounts who are on line, then you click on the **Registered Accounts** entry in the **main menu**.

Registered Accounts

Id	Username	IpAddr	Port	Description	Registration Expires	UserAgent
575	822208948	93.186.30.117	23,665	Selfregistration user (822208948)	2012-05-10 17:33:11 CEST	PGSM-10.3.1626-blackberry
601	055129664	176.81.235.232	60,104	Selfregistration user (055129664)	2012-05-10 17:32:08 CEST	PGSM-10.2.1493-blackberry
919	519178286	94.175.55.145	55,998	Selfregistration user (519178286)	2012-05-10 17:33:07 CEST	
3,169	592023684	62.196.64.113	52,034	Selfregistration user (592023684)	2012-05-10 17:49:20 CEST	PGSM-10.3.5-iphone
3,334	951318993	82.78.218.22	53,142	Selfregistration user (951318993)	2012-05-10 17:44:55 CEST	PGSM-10.5.1508-iphone

Figure 2. Registered Account list

The list shows all the user actually on line and thus reachable on your PrivateServer. To read more detail about each user just click on its **Id**.

4.0.3 Web Authorization accesses

You can have a full view of all the access made to the management console.

AuthenticationEvent List

Date Created	▼	Event Type	Principal	IP Address
2012-05-10 17:29:42.000		SUCCESS_INTERACTIVE	admin	93.57.41.37
2012-05-10 17:29:42.000		SUCCESS	admin	93.57.41.37
2012-05-10 17:29:37.000		FAIL_BAD_CREDENTIALS	admin	93.57.41.37

Just click on the **Web Sessions** entry in the **main menu** and you get a list as in figure above. It shows up the detail about the user (**principal**), the **IP address** used to connect, the date of each authentication and the outcome (**Event Type**).

4.0.4 Call Detailed Records

Despite its name the CDR is a debugging and quality assurance facility. It saves all the calls status, meaning it is very useful to understand is something is going wrong with you Secure Call Service.

To access the CDR you must click on the **Call Detailed Record** in the main menu. You'll get the "Cdr List" page which includes all the calls recorded.

Cdr List

Call Date	▼	Src	Dst	Duration	Disposition
2012-05-10 12:37:35 CEST		1122334462	600	5	ANSWERED
2012-05-10 12:36:27 CEST		1122334462	600	11	ANSWERED
2012-04-24 13:04:41 CEST		1932	600	16	ANSWERED
2012-04-24 11:17:12 CEST		1932	600	42	ANSWERED
2012-04-23 17:33:41 CEST		1122334465	600	11	ANSWERED
2012-04-23 17:33:40 CEST		1122334465	600	0	ANSWERED
2012-04-23 11:56:58 CEST		1913	600	0	NO_ANSWER
2012-04-17 16:26:20 CEST		1122334465	600	6	ANSWERED

Filter | Pure and Unfiltered!

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Figure 3. Call Detailed Record List

If the table is empty, please place a phone call between the two SIp Accounts. Then come back on the page and check that the call has been correctly registered. The shown fields are:

- **Call Data:** when the call has been placed
- **Src:** which SIP Account called
- **Duration:** how long the call lasted
- **Disposition:** which result the call had

The Disposition is very important because it tells you the exit code of each call. Possible codes are:

1. **ANSWERED**: the call was taken by the callee
2. **NO_ANSWER**: nobody picked up the phone to answer (mostly this is a time out code)
3. **BUSY**: the callee refused the call
4. **FAILED**: for some reason the call was not able to be placed