

Introduction

⚠ Please note that this troubleshooting workflow only applies if no specific error messages are written by the PrivateGSM (e.g. License problems, user offline or doesn't exist, etc...).



To test the actual Incident status first of all we ask the User to [make a test call](#).

If PrivateGSM reconnects to perform the test call, then most probably we had a Temporary Network Problem issue. Let's check if the User can call other party now, if he (she) can then close the incident. If the User still can't call then check that the other device is connected and registered and if it doesn't, close the incident as "Not an issue".

If the other party is connected and registered then [escalate](#) to the second level.

Second Level

We can receive an escalation request either for a User's remote party configuration check or for a PrivateServer status check.

In the former case we have to check the User's remote party activities on the server in order to discover some conflict, such as a virtual number duplication and eventually try to solve the conflicts.

In the latter case we need to perform some tests on the PrivateServer status: [Network](#) and [PSAM 3.3 Check Server Services](#).

If all of the above are fine, the final possibility of a bug in the client become feasible, thus we check the [client logs](#) and then we escalate to the third level.