

# DAG Routine Maintenance



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# Foreword

- This course is mainly:
  - Introduce how to check if the status is normal
  - Introduce how to backup data and view logs
  - Introduce how to obtain capture

# Course Objective



Understand and know Normal state

Through this course  
you will be able to



Learn how to download and trace logs



Understand how to obtain capture

# Contents

- 1 Status Check
- 2 Log & Data Backup & Upgrade
- 3 Network Capture

# Status Check

01

1.1 System Information

1.2 UserCard status

1.3 Port status

1.4 Current Call

1.5 Call Limit Info

# Status Check

- **System Information**

## Status & Statistics->System Information

1. **Device ID:**16 digits, all zeros are abnormal
2. **MAC Address** : 16 digits number starting with f8-a0, all zeros are abnormal
3. **System Uptime:** Determine whether the device has been restarted
4. **Usage of Flash:** Excessive height may cause issues such as inability to load versions
5. **DSP Version:** Check if the status is normal, any abnormalities may cause issues such as no sound



# Status Check

- **UserCard Status**

## Status & Statistics->UserCard Status

The web interface of the plug-in device will display the user board status

users can view the connection status of user board through this page.



UserCard Information				
UserCard No.	Link Status	DSP Status	License	Temperature
UserCard 0	Connected	Success	136	50°C
UserCard 1	Connected	Success	136	50°C
UserCard 2	Connected	Success	136	52°C

UserCard Channel Information					
UserCard No.	Active	Idle	DSP Cap	Port Range	Version
UserCard 0	0	26	1080	10240-10495	board3.5-10.8-206-25
UserCard 1	0	26	1080	10496-10751	board3.5-10.8-206-25
UserCard 2	0	26	1080	10752-11007	board3.5-10.8-206-25

Refresh

# Status Check

- **Port Status**

## Status & Statistics->Port Status

1. **Type:** Check if the type is normal, any abnormalities will display a fault
2. **User Status:** Check if the registration is normal in registration mode
3. **Port Status:** Check the port status and wiring status
4. **Call Status:** Check the port occupancy status

The screenshot displays the 'Port Status' page in the DINSTAR web interface. On the left is a navigation menu with categories like 'Status & Statistics', 'Network', and 'Advanced'. The main content area features two tables. The 'Port' table lists 8 ports (0-7) with columns: Port No., Type (FXO), SIP User ID, User Status, Port Status (Offline), Voltage (0V), Current (0mA), Call Status (Idle), and Operate (OnHook). The 'Port Group' table below it has columns: Group, Port, SIP User ID, and User Status, with dashes in the data rows. A 'Refresh' button is positioned at the bottom right of the 'Port Group' table.

# Status Check

- **Current Call**

## Status & Statistics->Current Call

Check the current call, if it has been connected for a long time without hanging up, there may be an abnormality

The screenshot shows a web interface with a sidebar menu on the left and a main content area on the right. The sidebar menu includes the following items:

- Status & Statistics
  - System Information
  - Port Status
  - Current Call
  - RTP Session
  - CDR
  - Record Statistics
  - Call Limit Info
  - VPN State
  - O-port information statistics
- Quick Setup Wizard
- + Network
  - SIP Server
  - IP Profile
  - Tel Profile

The main content area displays a table titled "Call Limit Info" with the following data:

Port No	Daily Duration Remain	Month Duration Remain	Daily Calls Remain	Minute Calls Remain	Daily Connected Remain	Minute Connected Remain
0	60	600	10	3	--	--
1	--	--	--	--	--	--
2	--	--	--	--	--	--
3	--	--	--	--	--	--
4	--	--	--	--	--	--
5	--	--	--	--	--	--
6	--	--	--	--	--	--
7	--	--	--	--	--	--

Below the table is a "Refresh" button.

# Status Check

- **Call Limit Info**

## Status & Statistics-> Call Limit Info

Check if the FXO port still has call permission

Call Limit Info						
Port No	Daily Duration Remain	Month Duration Remain	Daily Calls Remain	Minute Calls Remain	Daily Connected Remain	Minute Connected Remain
0	60	600	10	3	---	---
1	---	---	---	---	---	---
2	---	---	---	---	---	---
3	---	---	---	---	---	---
4	---	---	---	---	---	---
5	---	---	---	---	---	---
6	---	---	---	---	---	---
7	---	---	---	---	---	---

Refresh

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# Log & Data Backup & Upgrade

02

# Data Backup

1. Click **Tools-> Data Backup**

2. Click the backup button

The screenshot displays the DINSTAR web interface. On the left is a blue sidebar menu with the following items: Status & Statistics, Quick Setup Wizard, Network, SIP Server, IP Profile, Tel Profile, Port, Advanced, Call & Routing, Manipulation, Management, Security, Tools, Firmware Upload, **Data Backup** (circled in red with a '1'), Data Restore, Outward Test, FXO Test, Ping Test, Tracert Test, Network Capture, Factory Reset, and Device Restart. The main content area shows the 'Data Backup' configuration page. It contains three sections: 1. 'Click the button on the right, to download configuration file.' with a 'Backup' button (circled in red with a '2') and an unchecked checkbox '(Include the Network Data)'. 2. 'Click the button on the right, to download Device Statuses file.' with a 'Download' button. 3. 'Click the button on the right, to download Summary Msg file.' with a 'Download' button.

# Data Restore

1. Click **Tools-> Data Restore**

2. Select the file and click on restore

3. Click **Tools-> Device Restart**, click to restart



Note 1. The configuration file contains the password can contain only digits, letters and half-width characters(exception: ", ' ; !)  
2. If restore successful, Pls restart device to take effect.



# Upgrade

1. Click **Tools-> Firmware Upload**

2. Select the file type

3. Select the file and click upload

4. **Click Tools-> Device Restart**, click to restart



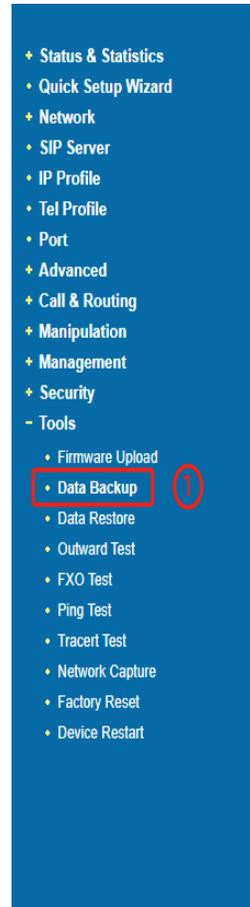
Note.1. The upload process will last about 60s.  
2. Do not shut down when the device is loading.  
3. If loaded successful, Pls restart device to take effect.



# View Log

When the device experiences abnormal restarts or other situations, you can check the logs

1. Click **Tools-> Data Backup**
2. Download Summary Msg file

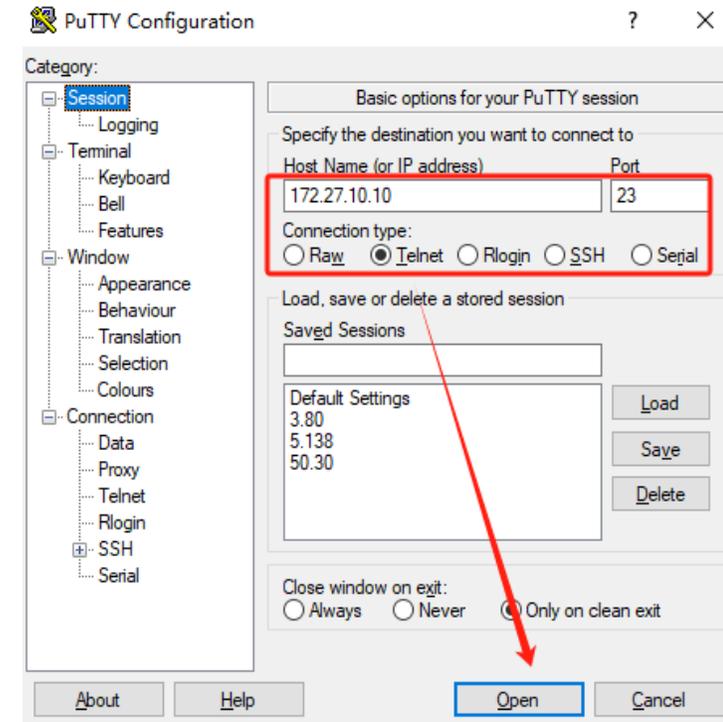
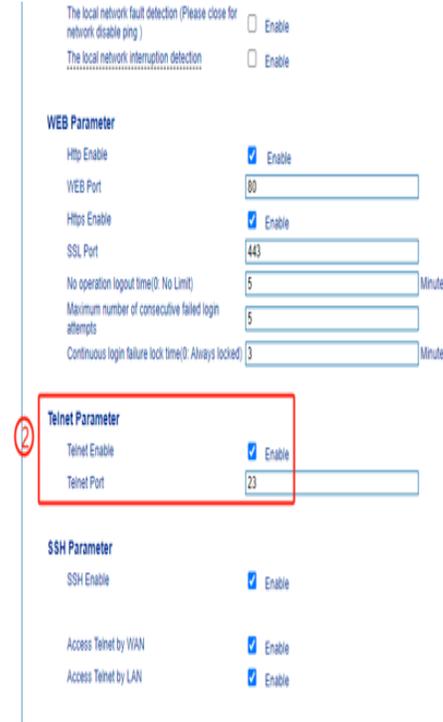


# Trace Log

Need to view call or registration logs, can track logs

1. Click **Advanced** -> **Service Parameter**, enable Telnet permission

2. Connect devices using the telnet tool



# Trace Log

3. Enter commands based on the image

4. Reproduce the problem and check the log

```
172.27.10.10 - PuTTY
Welcome to Command Shell!
Username admin
Password *****
The current password is the default, please change it in time
ROS>en
ROS#^config
ROS(config)#sip config sipdebug 9
ROS(config)#deb sip stack all on
ROS(config)#
ROS(config)#ex
ROS#^ada
ROS(ada)#ADA CONNECTED ...,WELCOME!
ROS(ada)#turnon 53
ROS(ada)#turnon 84
ROS(ada)#Jul 24 23:41:57.170 mpe_sys: <178> [ EMERG] ASSERT happen 1791 times
first[10:55:11:000] last[23:41:57:170] file=sys_inet.c,line=2264 para[0]
```

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# Network Capture

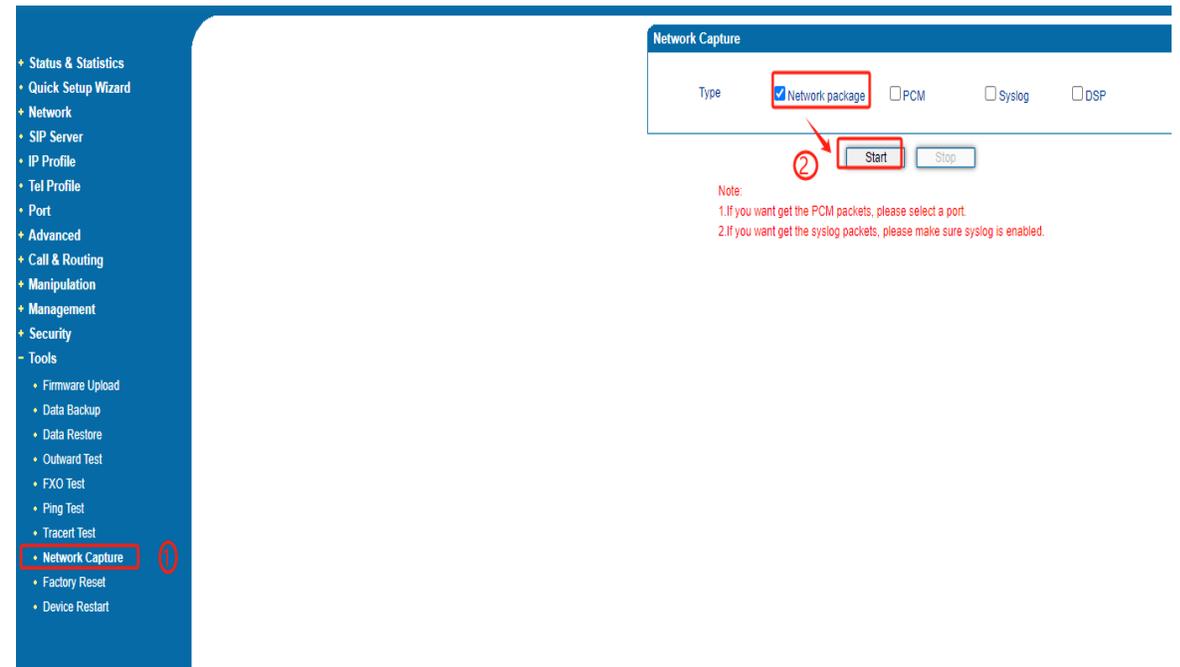
03

# Network Capture

- **Network Capture**

Select network packets for capture when looking at registration messages, call processes, RTP flows, and other messages

1. Click **Tools - Network Capture**
2. By default, network packet are selected. Click on start
3. Reproduce issue
4. Click to stop, download network packet to view



# Network Capture

- **PCM**

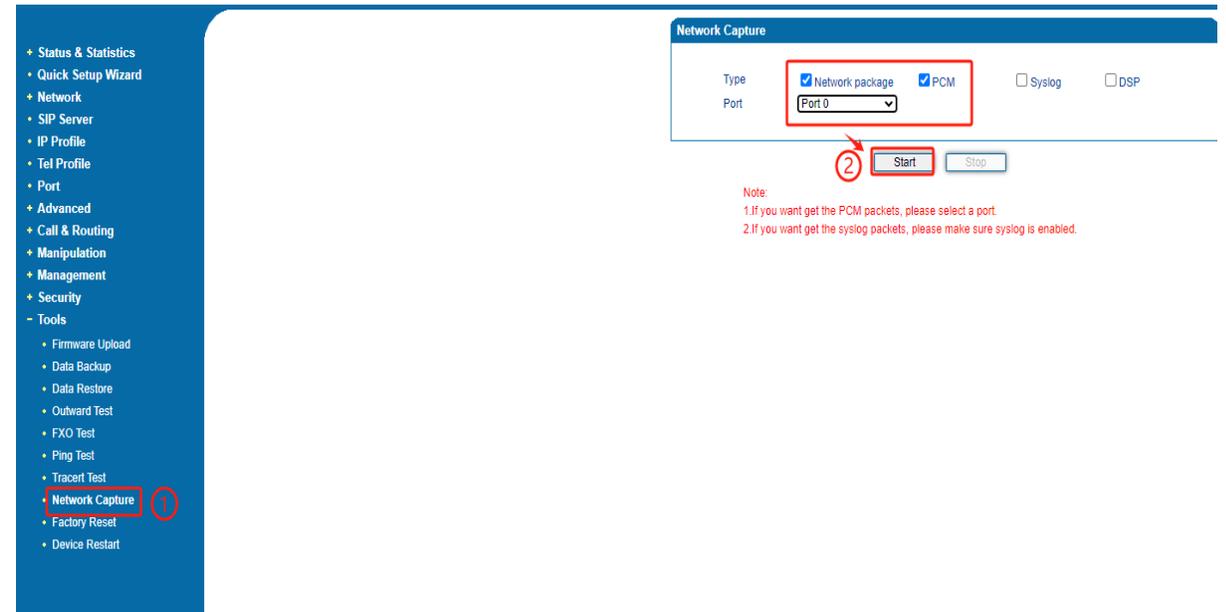
Need to check if the FXO port receives Polarity Reversal , CID, or check the voice interaction between the FXS port and the phone to obtain PCM packets, which can be combined with network packets to troubleshoot the problem

1. Click **Tools - Network Capture**

2. network packet 、 PCM and port are selected. Click on start

3. Reproduce issue

4. Click to stop, download network packet to view





# THANKS



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