DAG Routine Maintenance

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

DINSTAR

Through this course you will be able to

Understand and know Normal state

Learn how to download and trace logs

Understand how to obtain capture

Contents

Status Check

01

1.1 System Information

1.2 UserCard status

1.3 Port status

1.4 Current Call

1.5 Call Limit Info

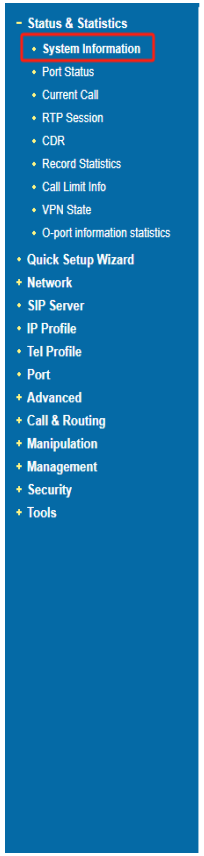
DINSTAR

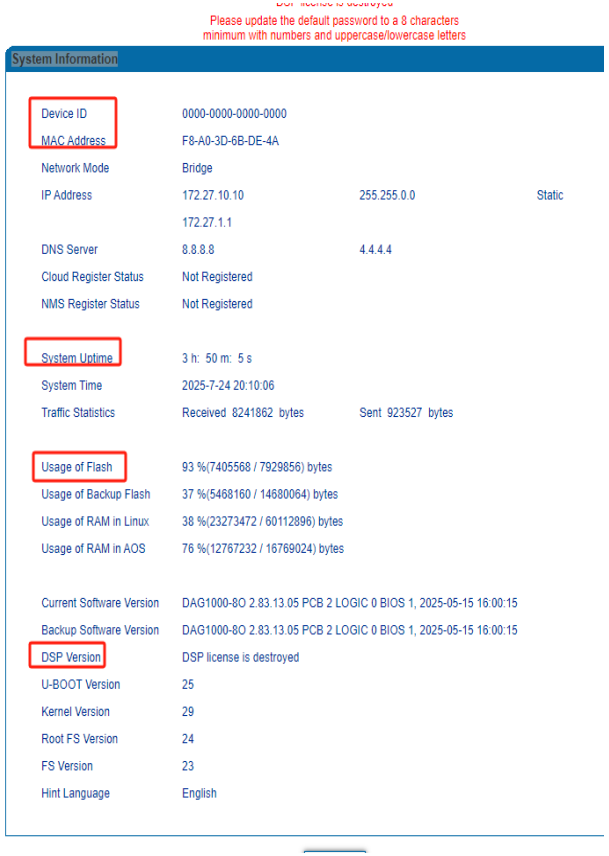
Status Check

- **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





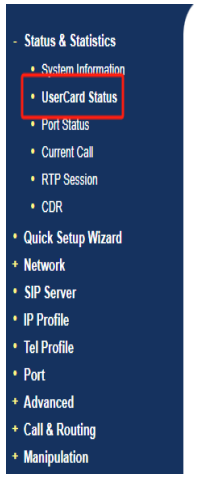
Status Check

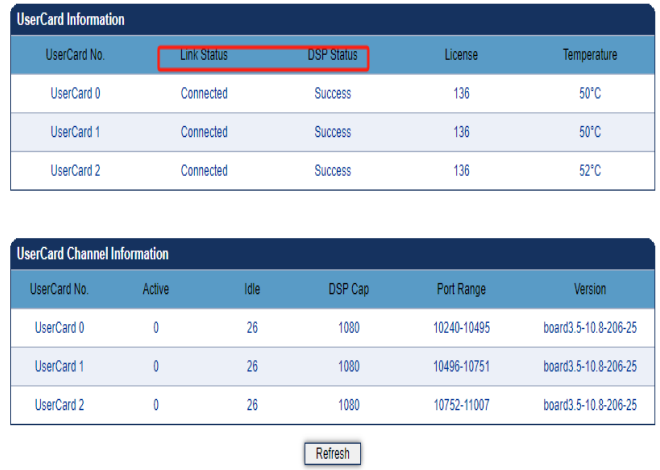
- **UserCard Status**

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

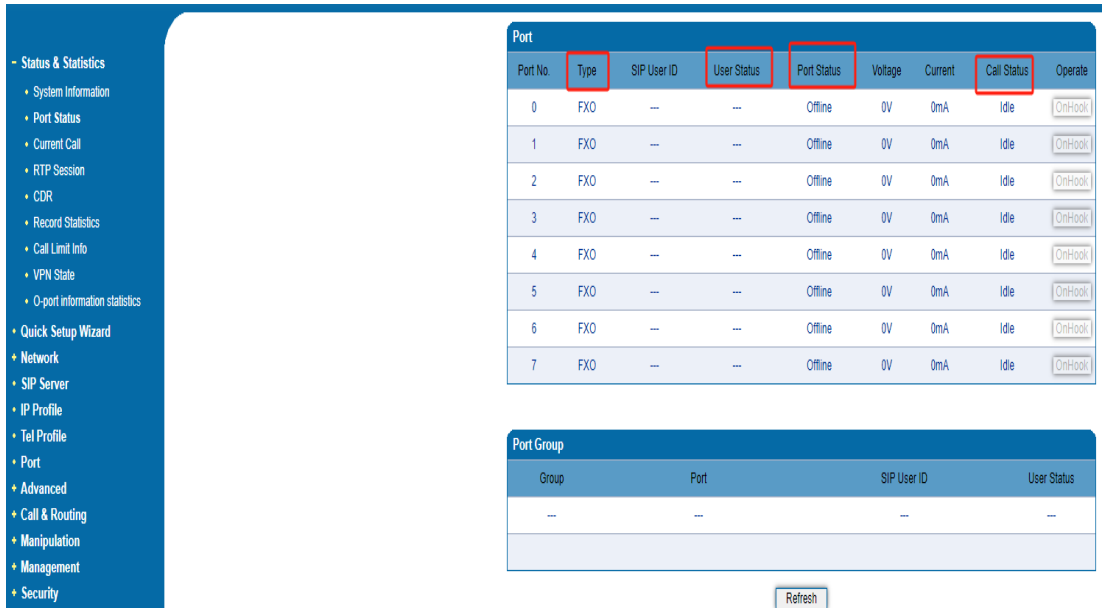
Refresh

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



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

Status Check

- **Call Limit Info**

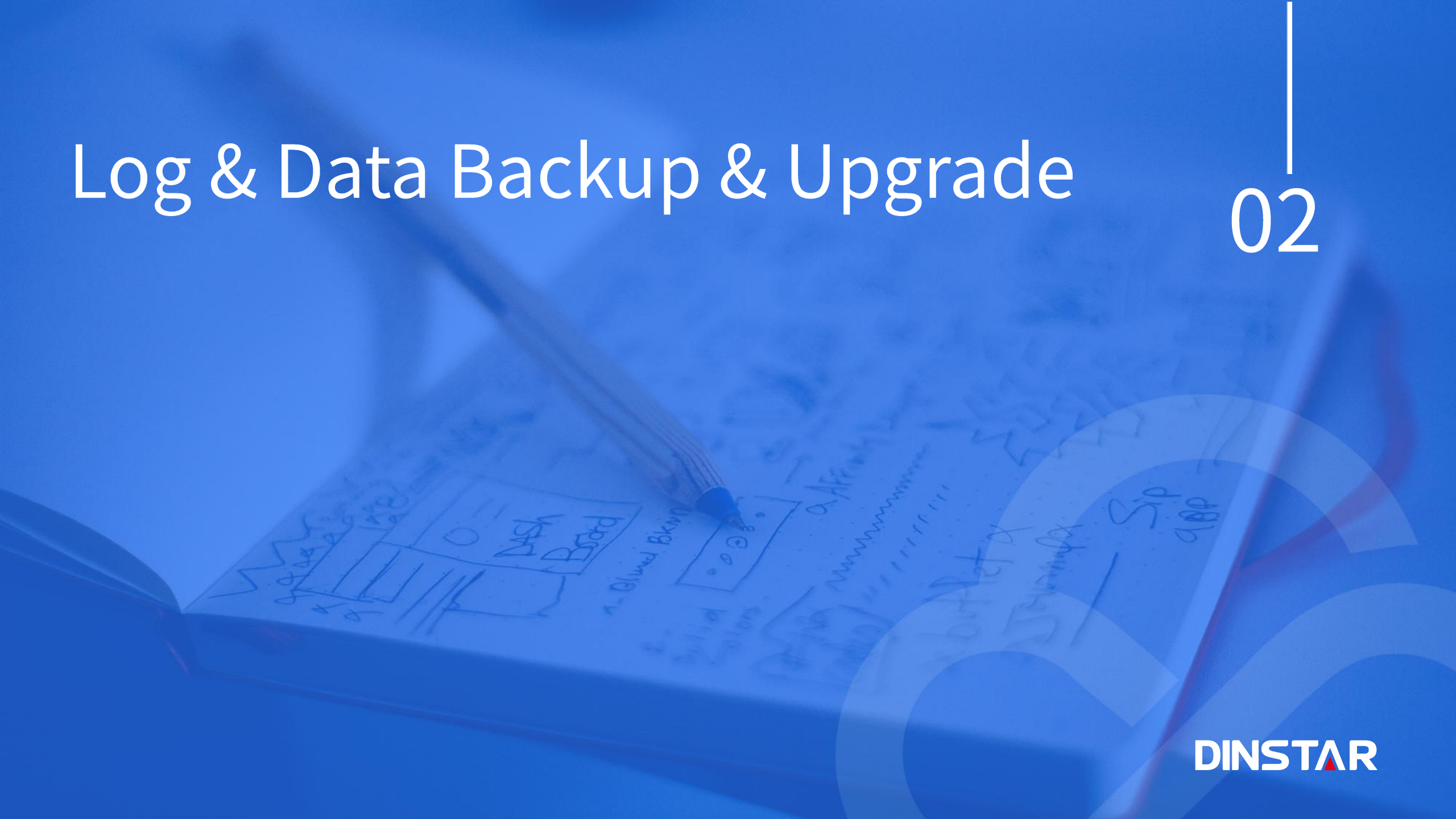
Status & Statistics-> Call Limit Info

Check if the FXO port still has call permission

Contents

Log & Data Backup & Upgrade

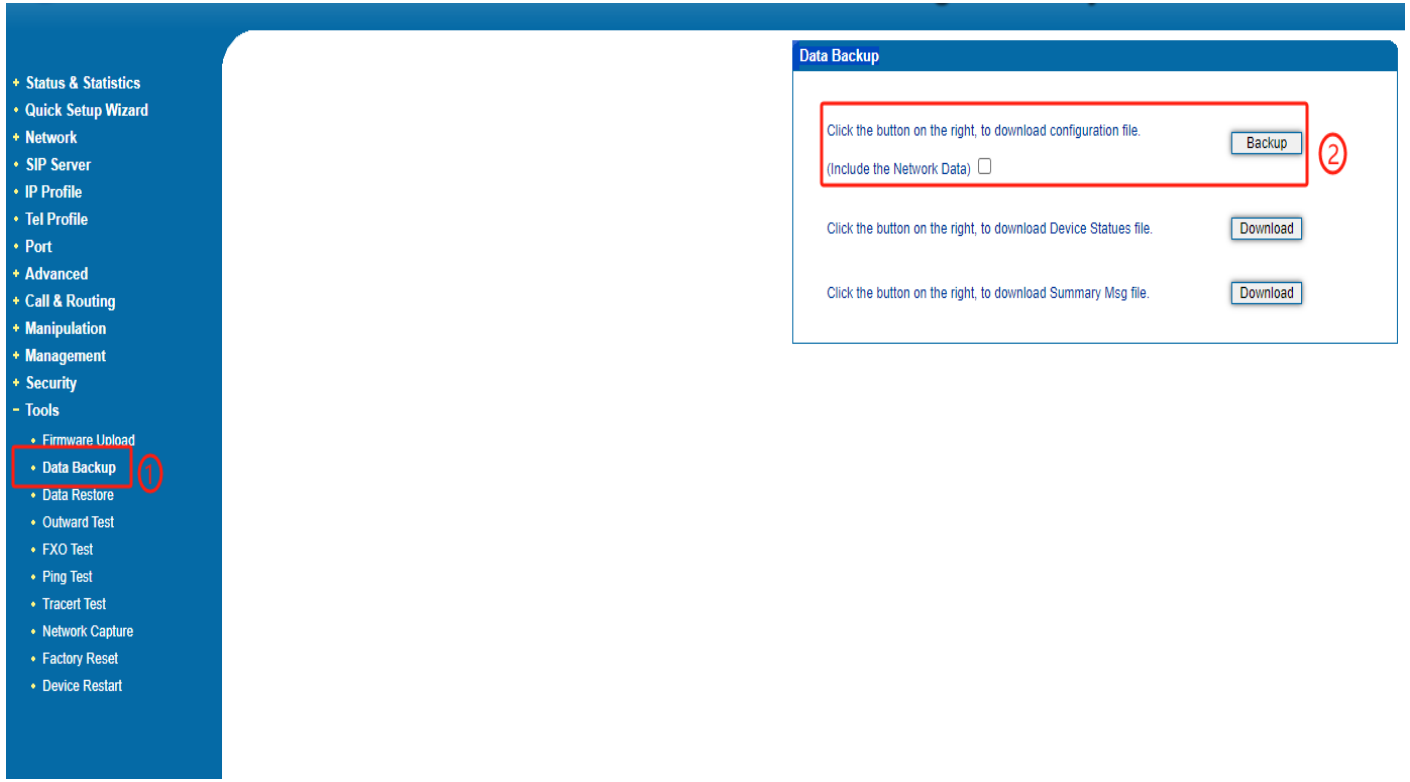
02



Data Backup

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

2.Click the backup button

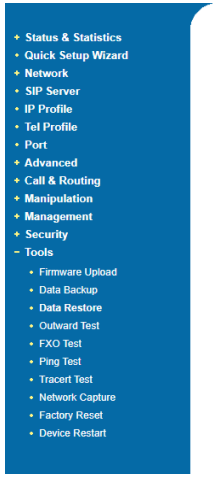


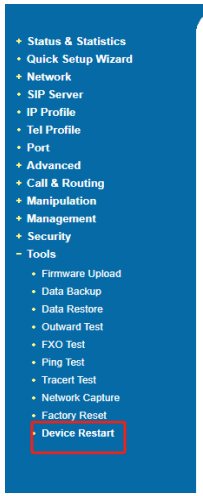
Data Restore

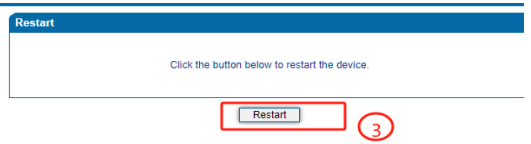
1.Click **Tools-> Data Restore**

2. Select the file and click on restore

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







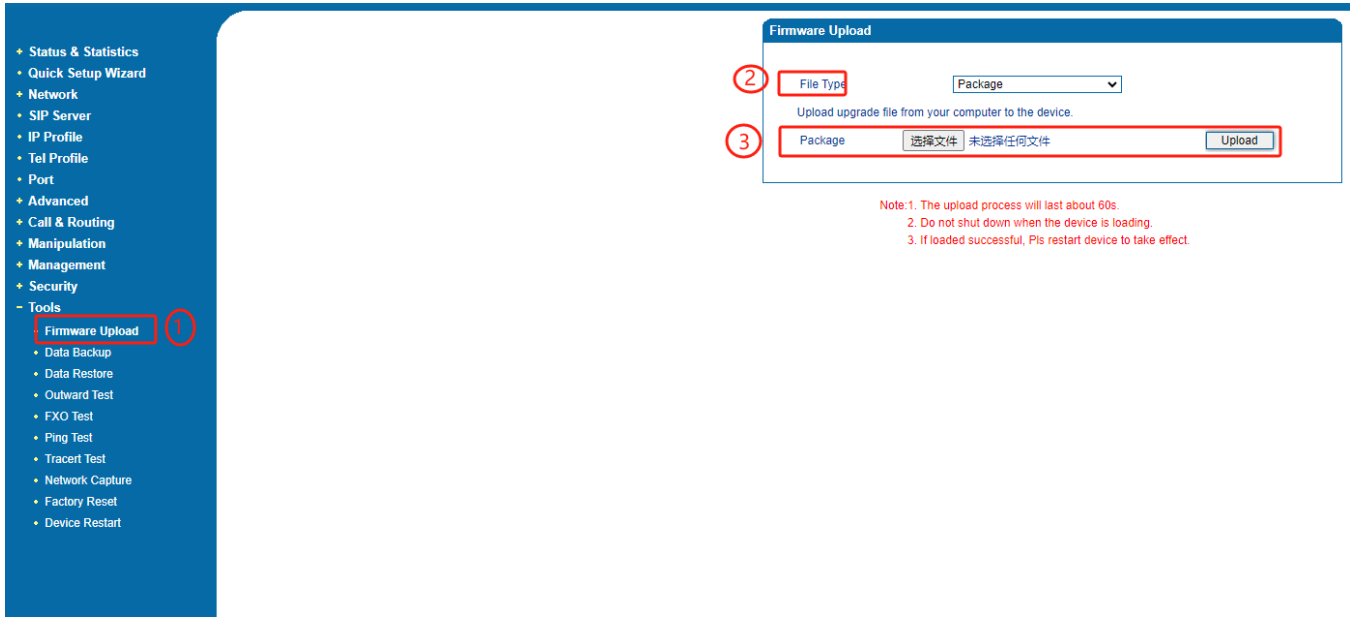
Upgrade

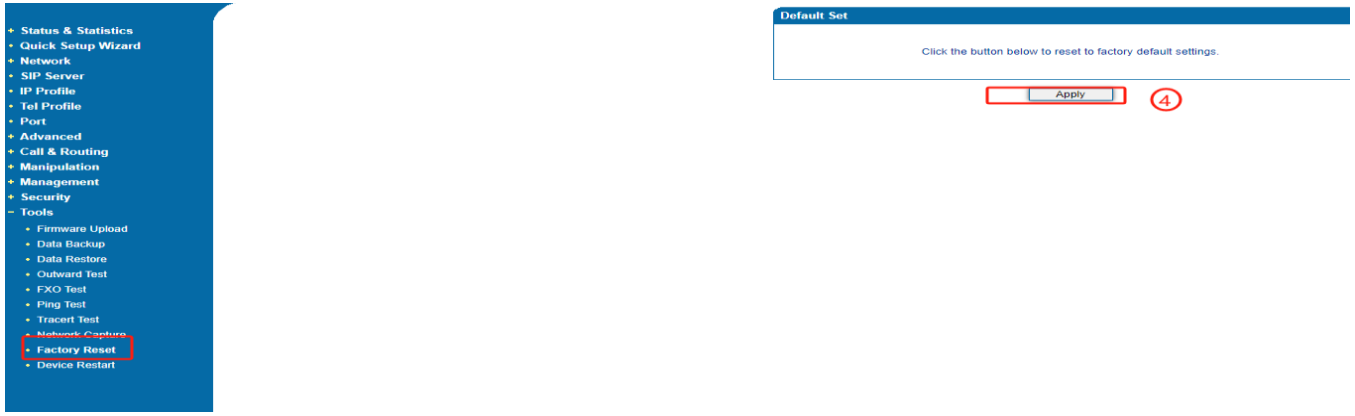
1.Click **Tools-> Firmware Upload**

2. Select the file type

3. Select the file and click upload

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

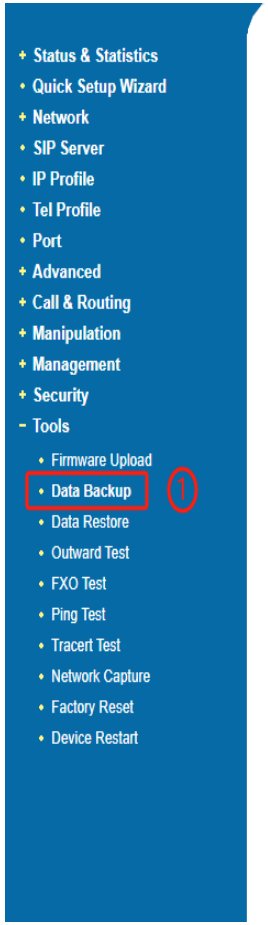


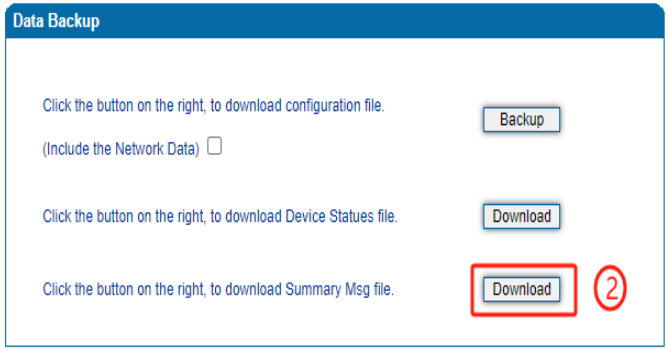


View Log

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

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



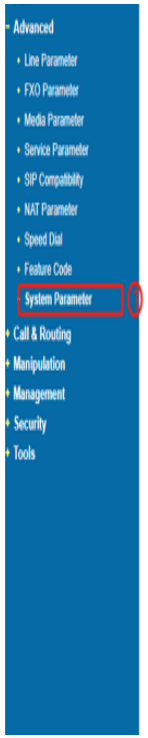


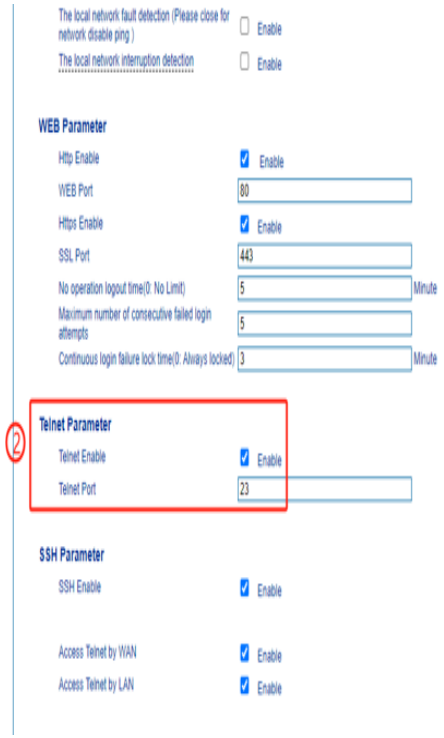
Trace Log

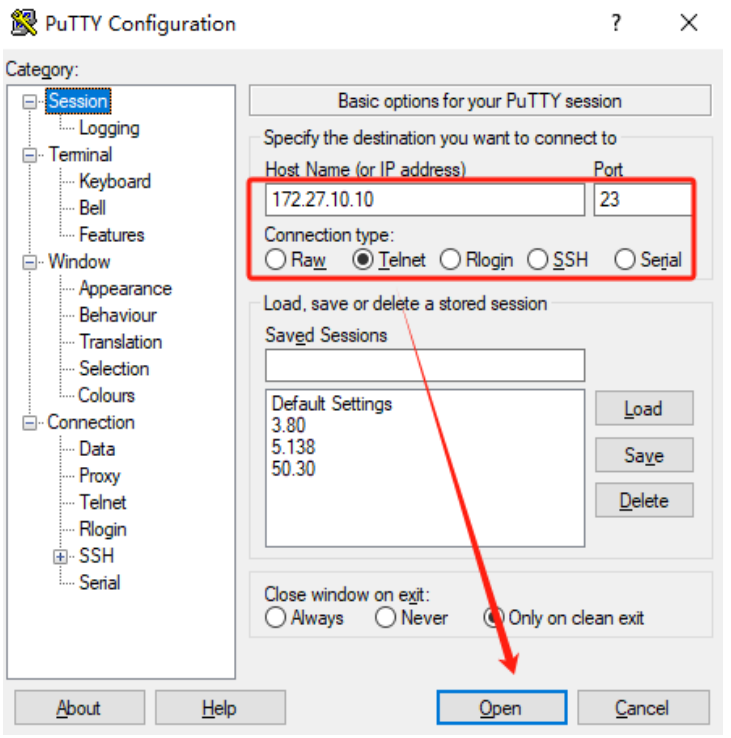
Need to view call or registration logs, can track logs

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

2.Connect devices using the telnet tool



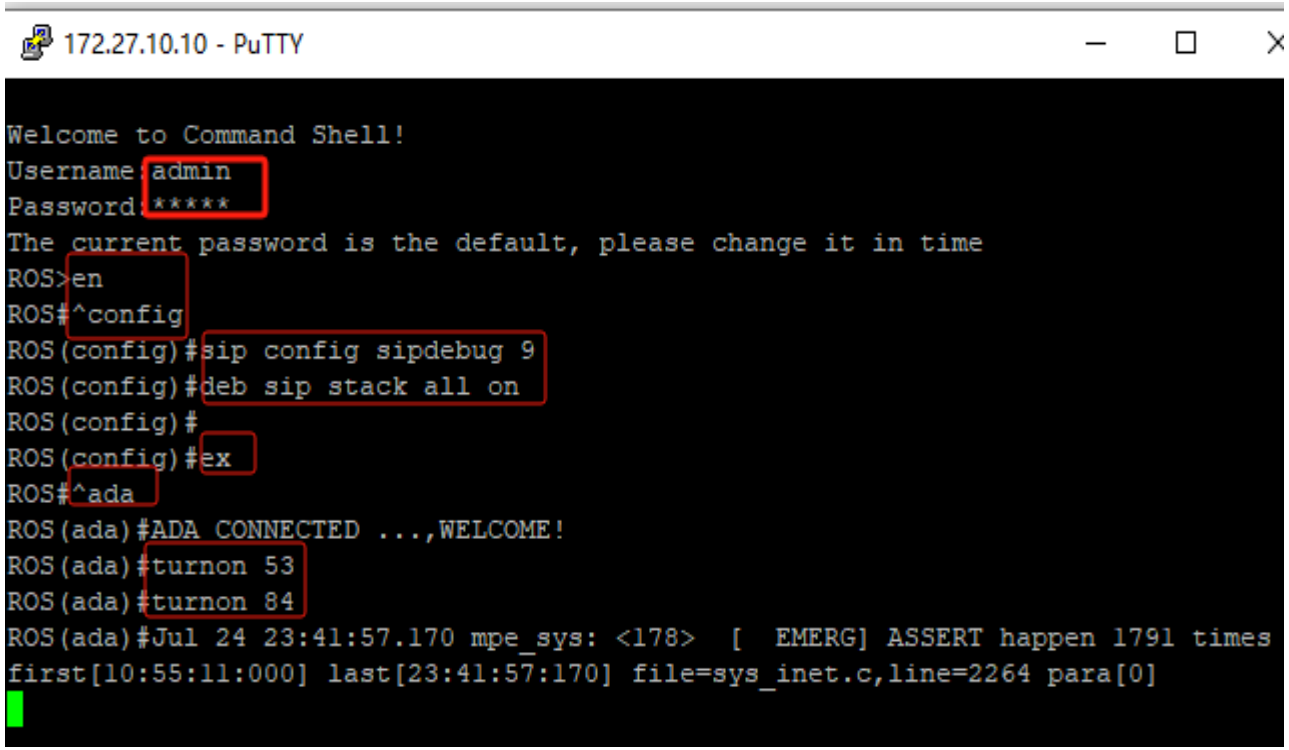




Trace Log

3.Enter commands based on the image

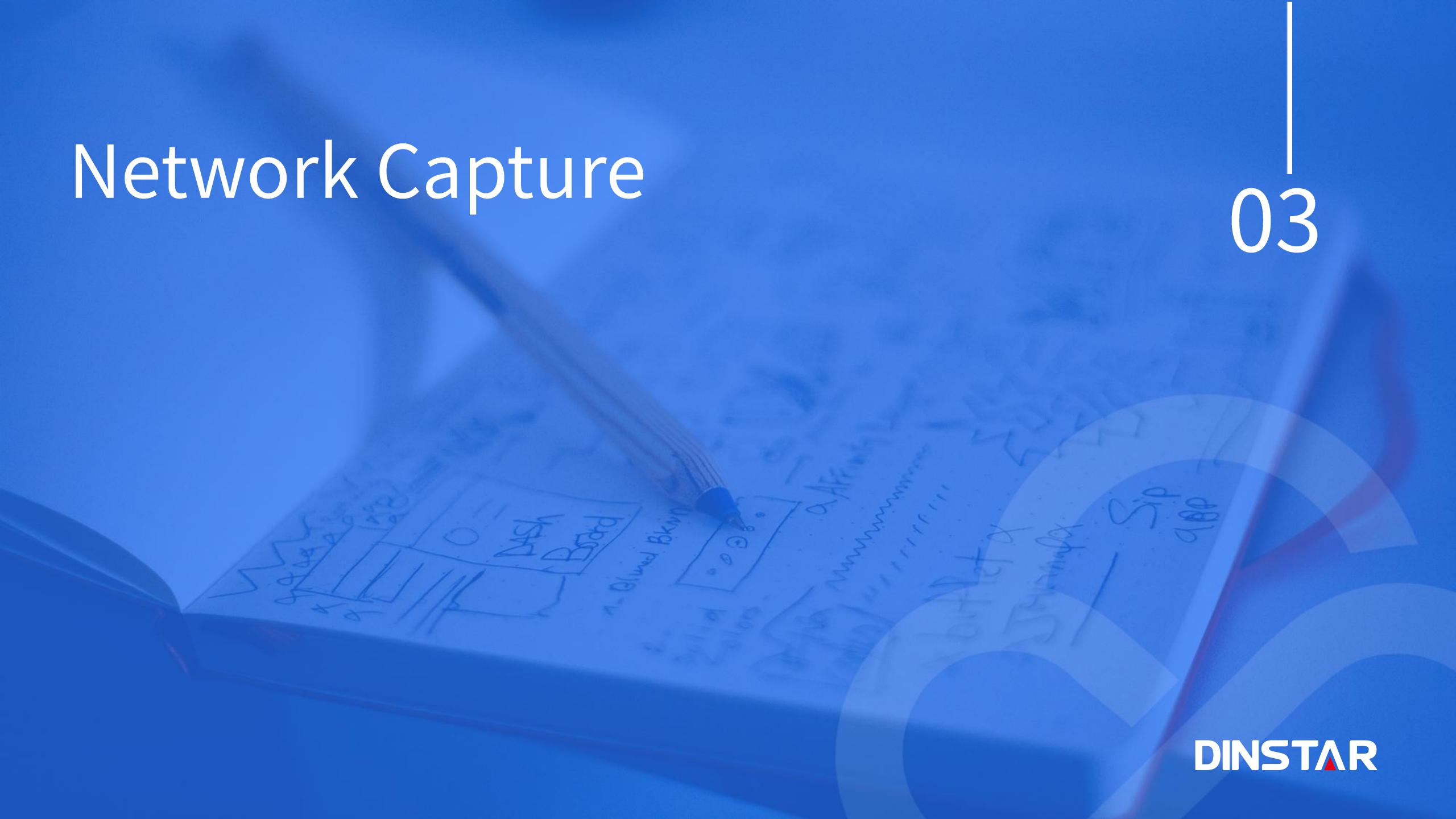
4.Reproduce the problem and check the log



Contents

Network Capture

03



Network Capture

- **Network Capture**

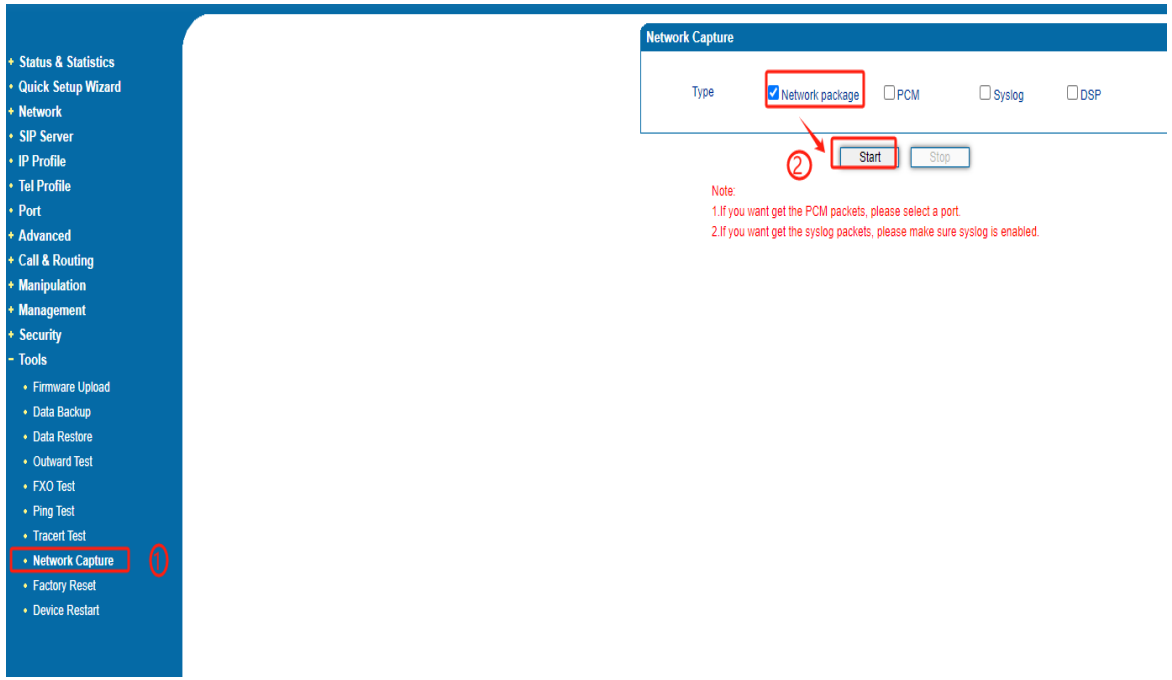
Select network packets for capture when looking at registration messages, call processes, RTP flows, and other messages

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**

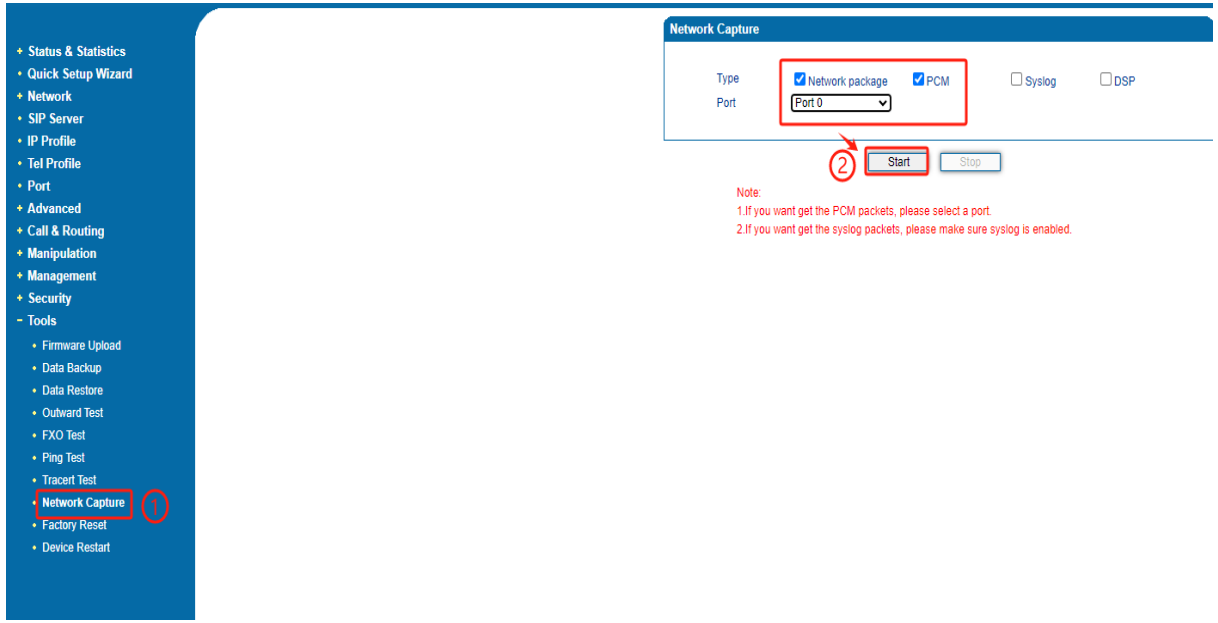
Need to check if the FXO port receives Polarity Reversal , CID, or check the voice interaction between the FXS port and the phone to obtain PCM packets, which can be combined with network packets to troubleshoot the problem

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



DINSTAR

THANKS

sales@dinstar.com

www.dinstar.com

+86 755 6191 9966