SBC Routine Maintenance

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Foreword

- This course is mainly:
  - Introduce how to check the SBC status
  - Introduce the methods of viewing and tracking logs in SBC
  - Introduce the SBC capture method

Course Objective

Through this course you will be able to

Understand the normal operation status of SBC

Be familiar with SBC trace log method

Know how to capture packets

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2 Chapter Two View & Track Log

3 Chapter Three Capture

Chapter One Status Check

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1.1 Network port status

1.2 MCU Status

1.3 License Status

1.4 Alarm View

1.5 View trunk status and registration status

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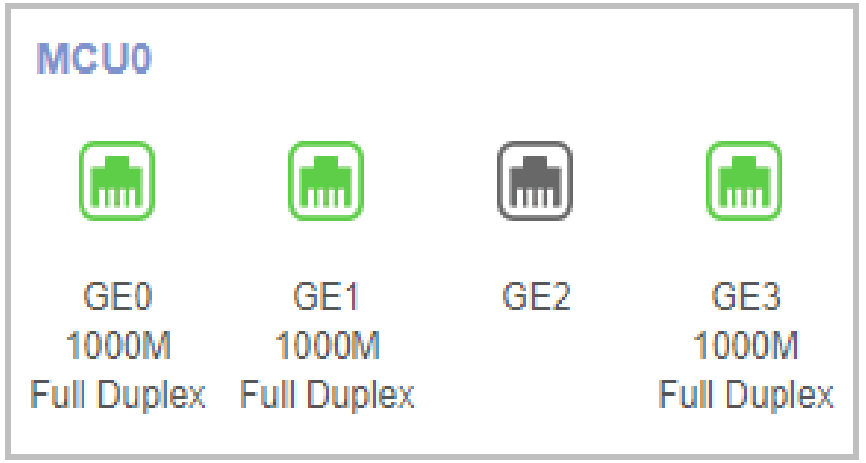
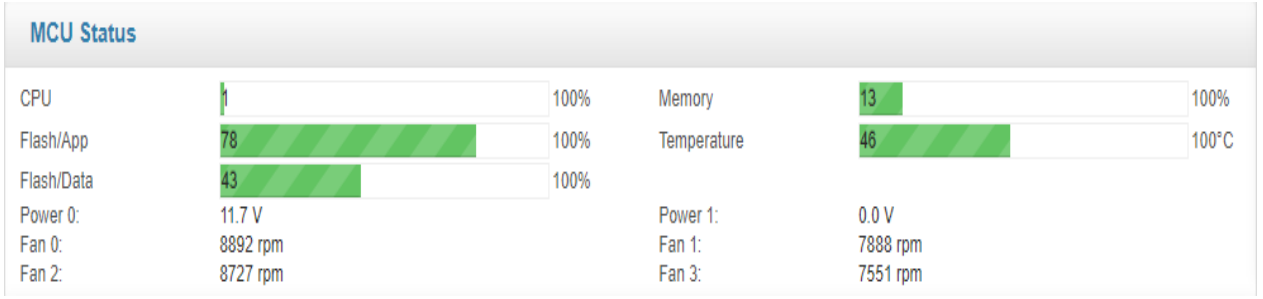
Network Port Status

- **Gray** :represents unconnected network cable
- **Red** : represents that the negotiated network port speed is 100Mbps, which may be connected to a 100Mbps switch
- **Green:** represents the negotiated network port speed is 1000Mbps



MCU Status

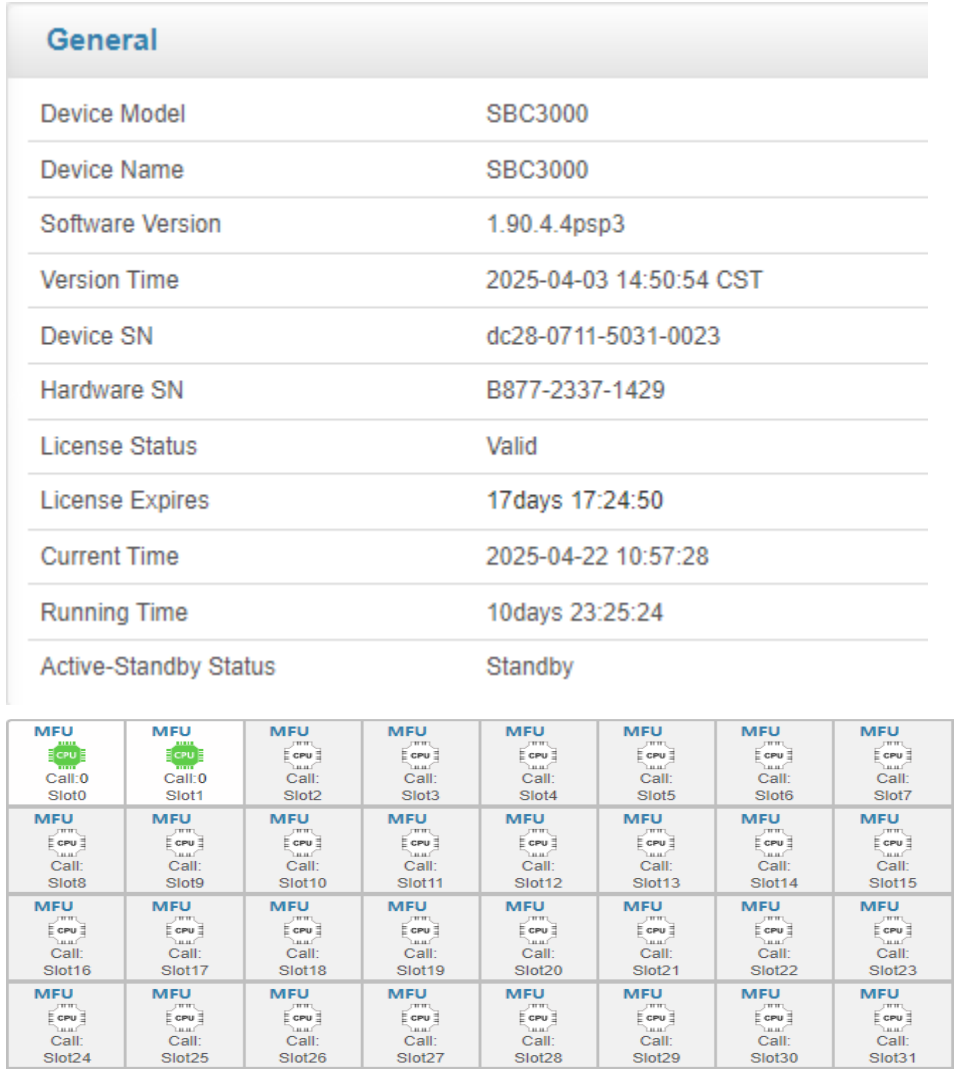
- **CPU/Memory** : attention should be paid when exceeding 90% in the long term
- **Temperature** : Check the temperature of the CPU on the MCU
- **Fan:** Check the operating status of the fan



License Status

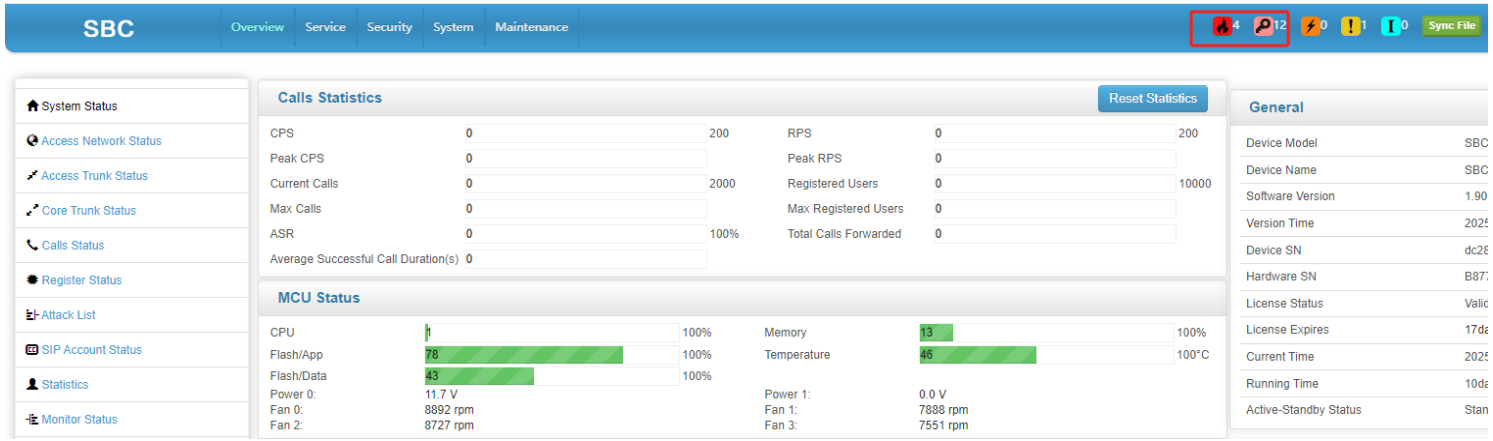
- **License Status**: Check if the status is available
- **License Expires** : Pay attention to remaining time, expired requires reauthorization
- **Running Time:** Check the running time to determine if the device has restarted

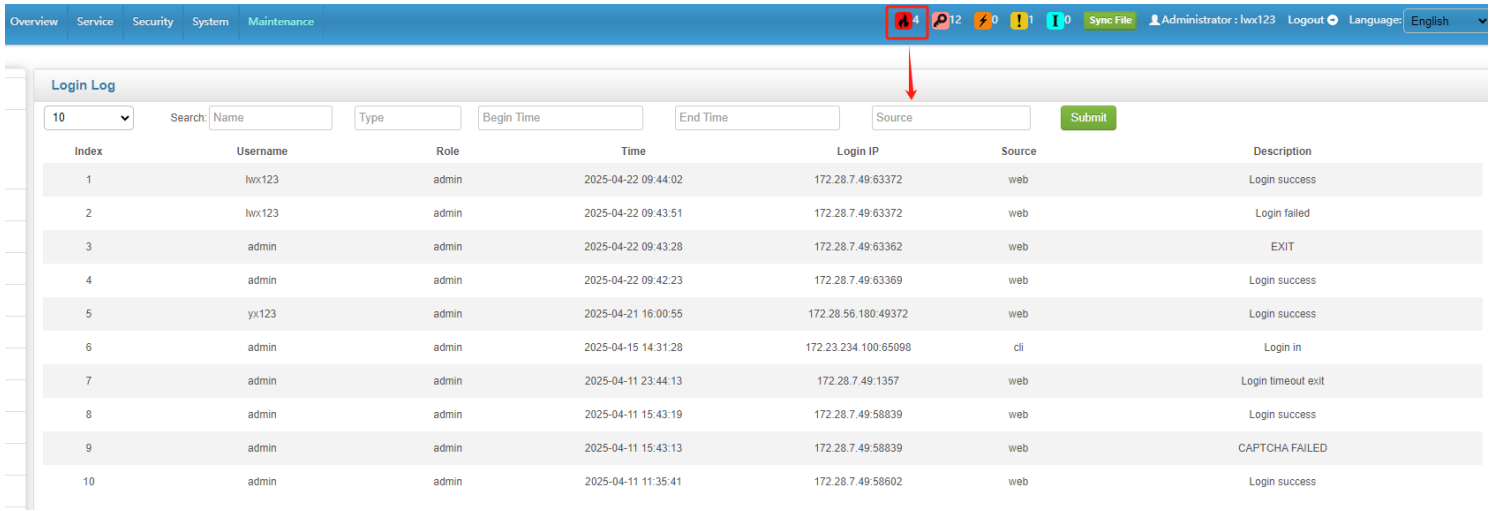
- **Note :** When SBC8000 call service needs transcoding, check if the MFU status is green



Alarm View

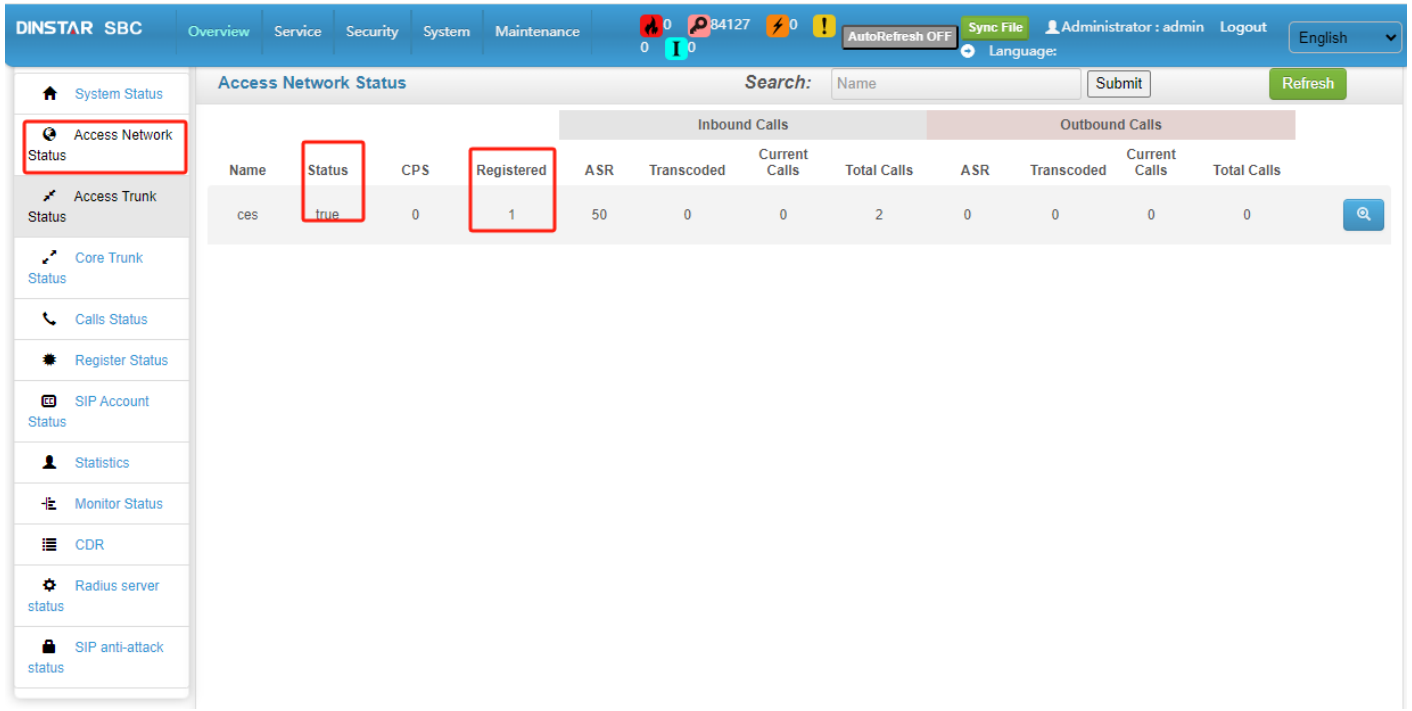
- Check if the alarm has increased
- Alarm increase can be clicked to view details





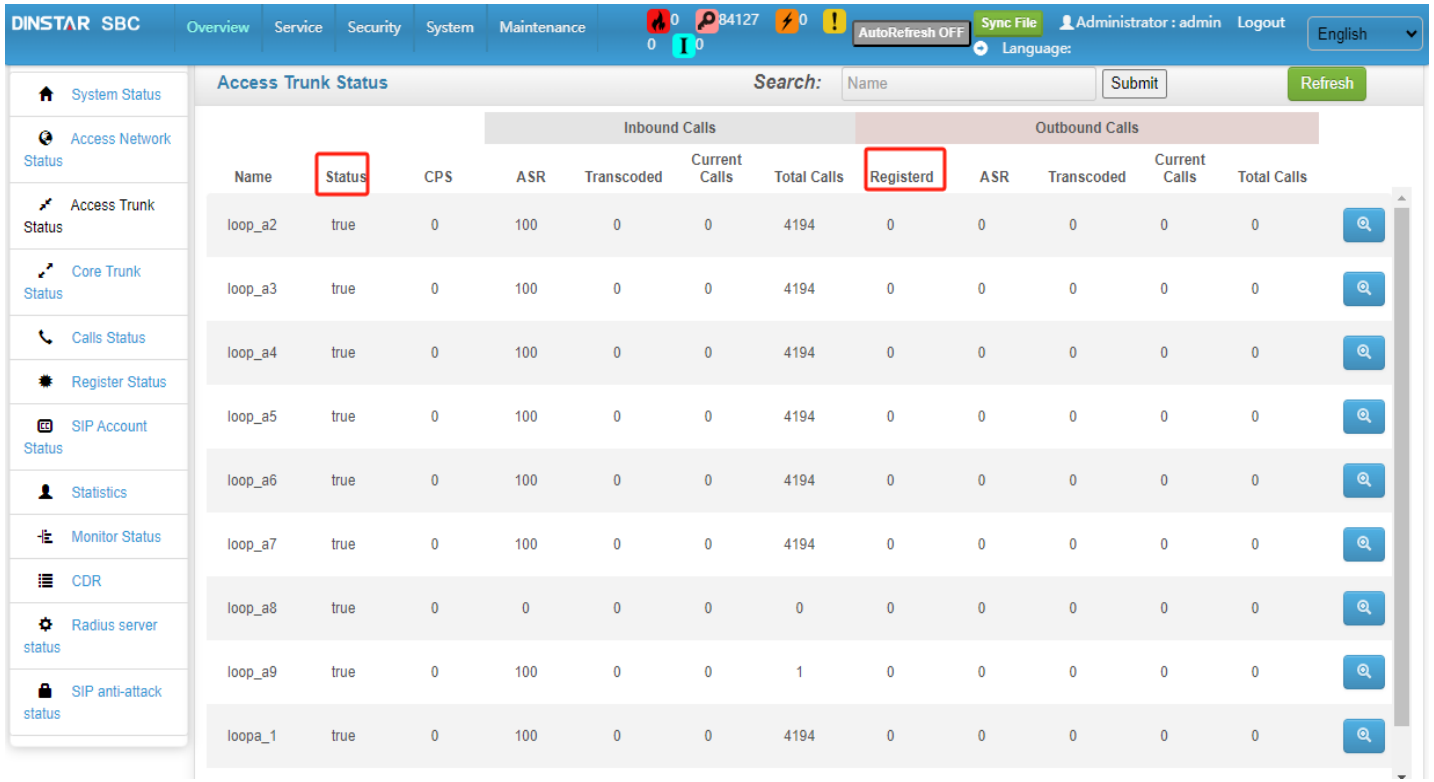
Access Network Status

- Check if the status is true
- Check if the registered quantity is correct



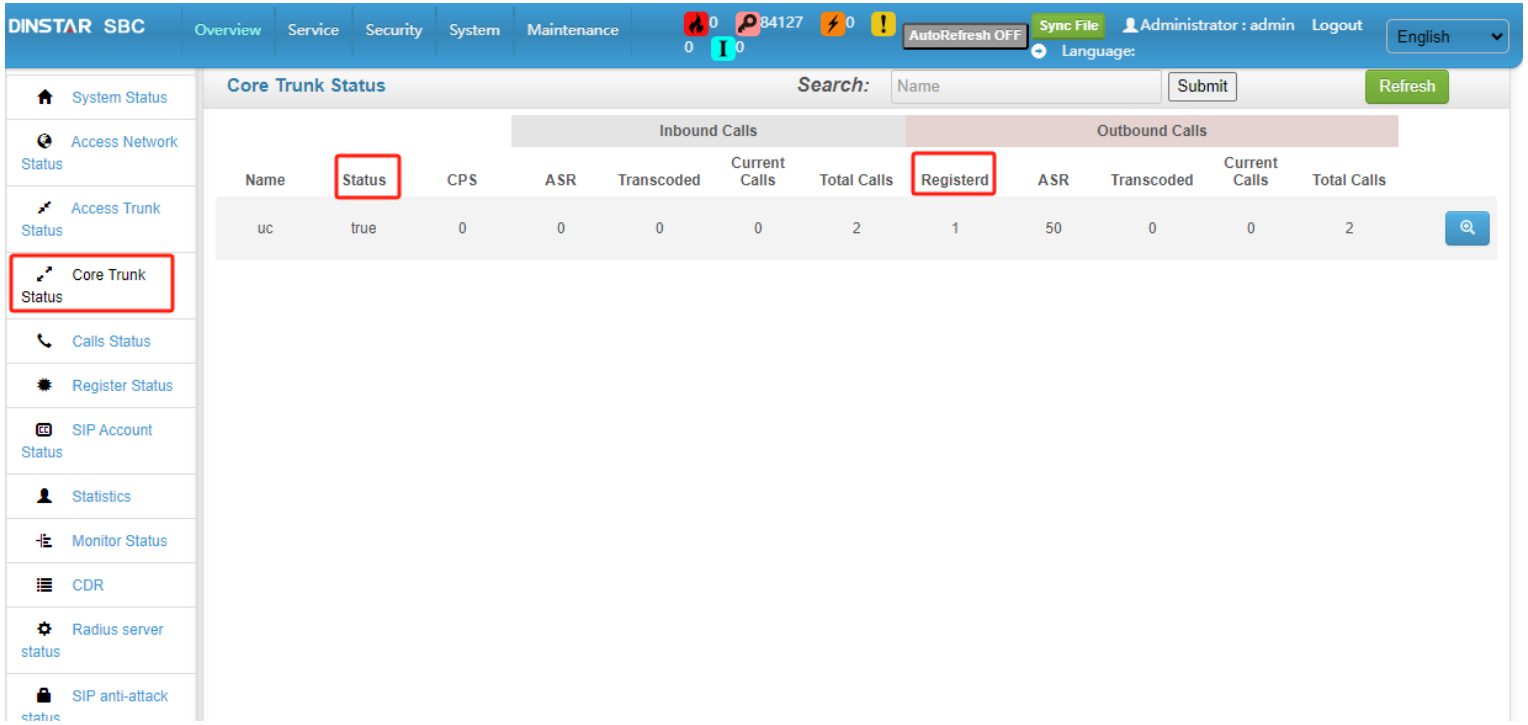
Access Trunk Status

- Check if the status is true
- Check if the number of registrations is correct when registered



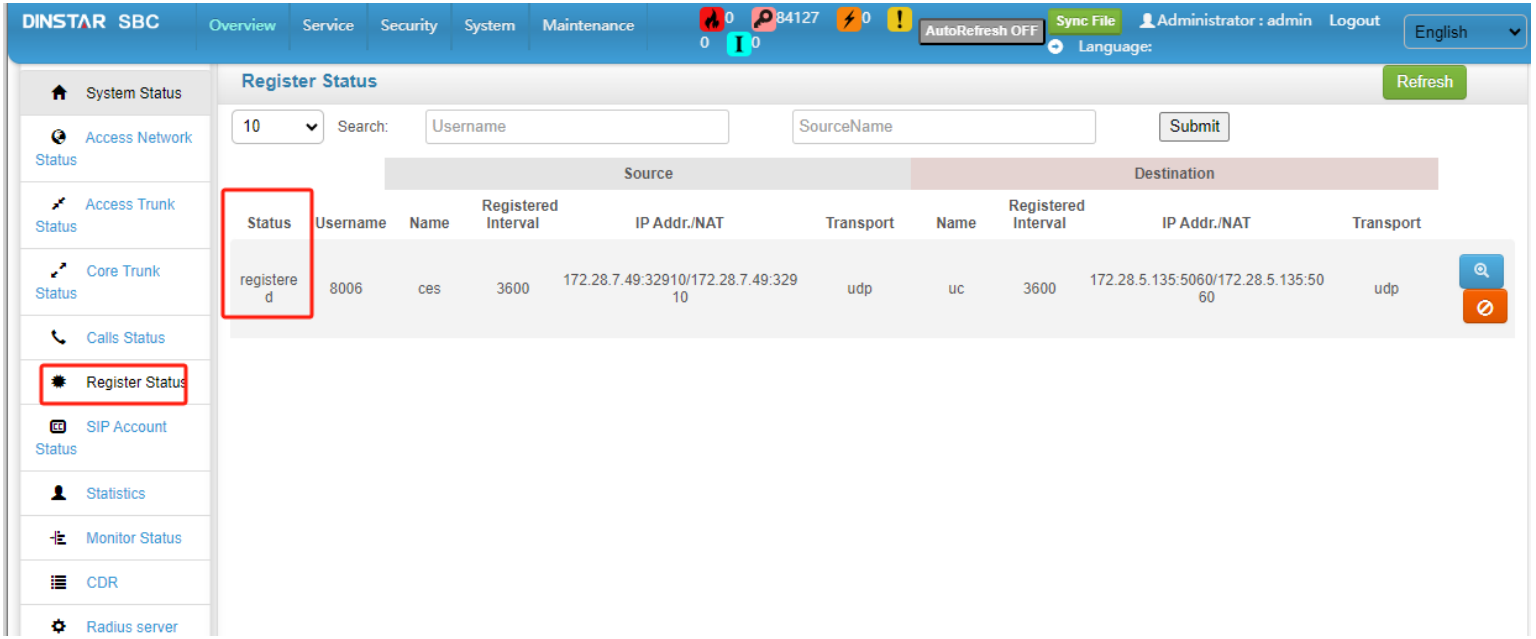
Core Trunk Status

- Check if the status is true
- Check if the number of registrations is correct when registered



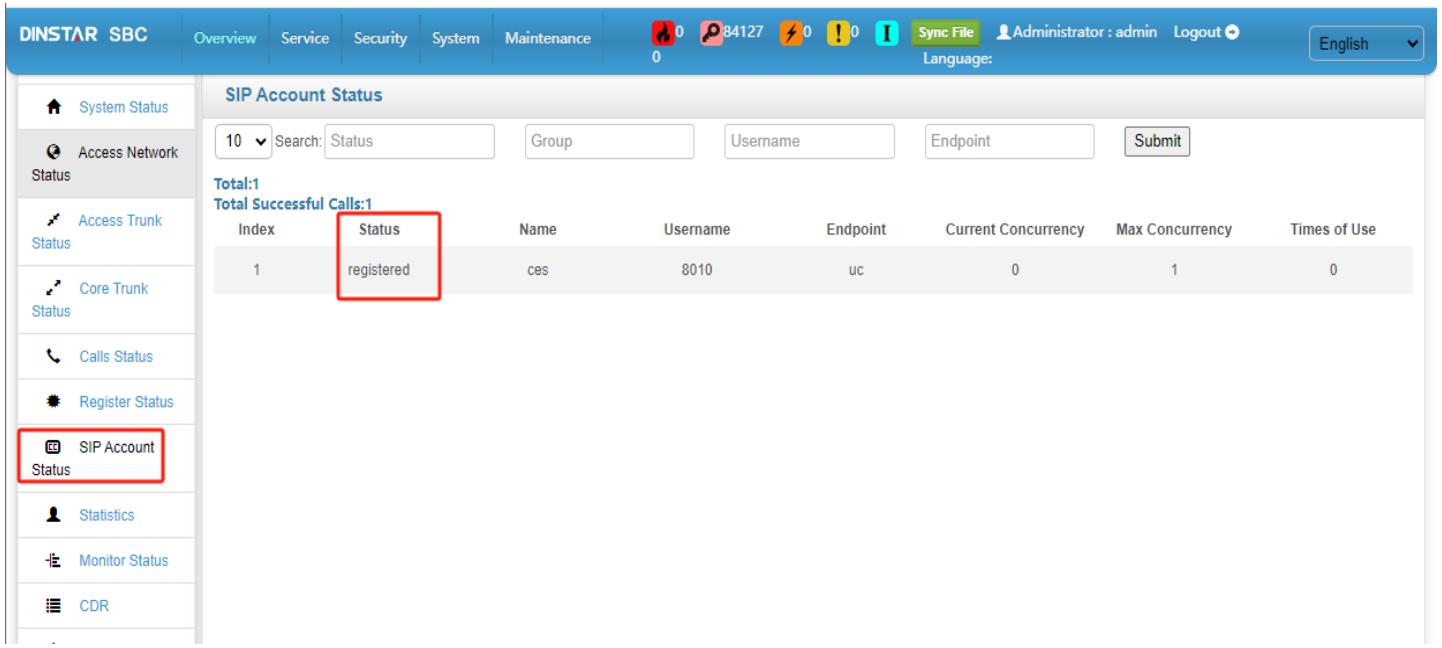
Register Status

- Display the registration status of terminal devices with SBC devices
- Check if the status is registered



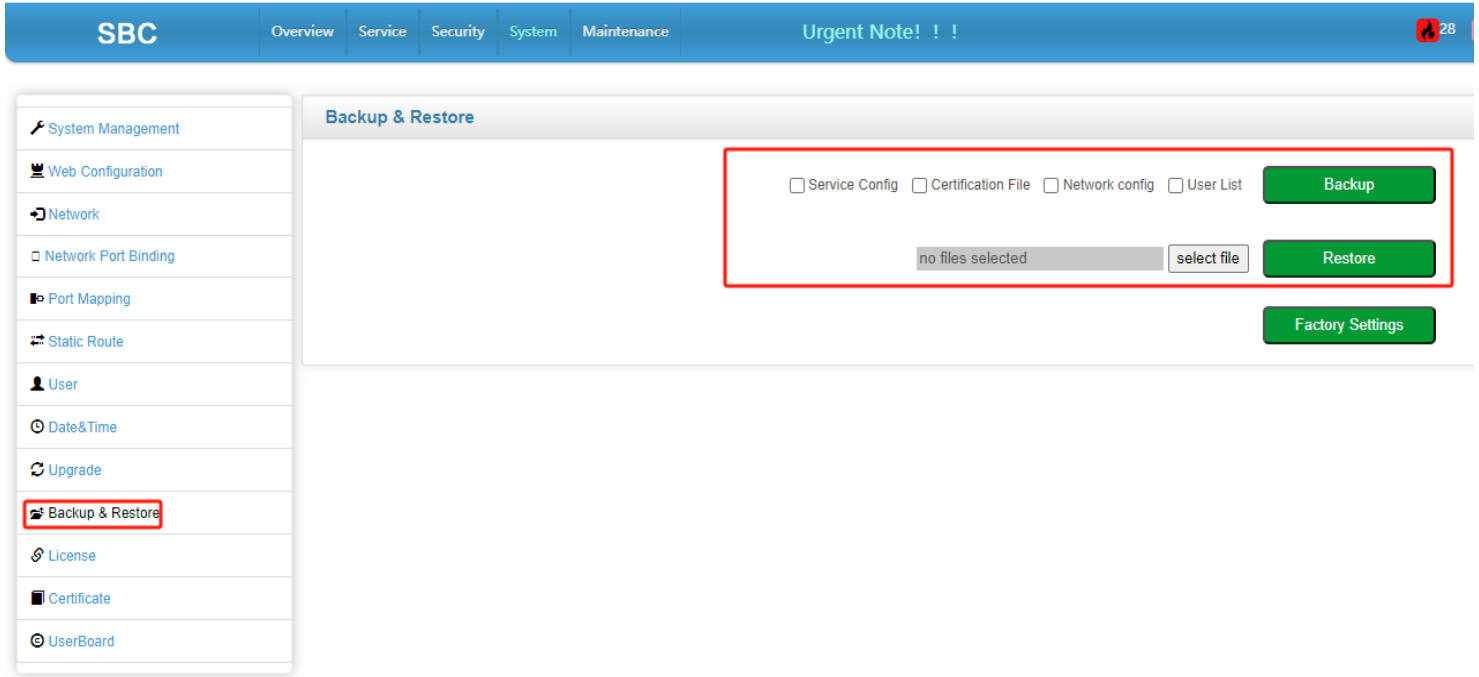
SIP Account Status

- Display the registration status of SIP accounts registered by SBC to SIP servers
- Check if the status is registered



Backup & Restore

- Click on System - Backup & Restore, Select the files that need to be backed up and click on 'Backup'
- Select the backup file, click on ‘restore’, and if the restore is successful, the SBC will automatically restart



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2.3 Log Management

2.4 Signal Track Log

2.5 Command Line Trace Log

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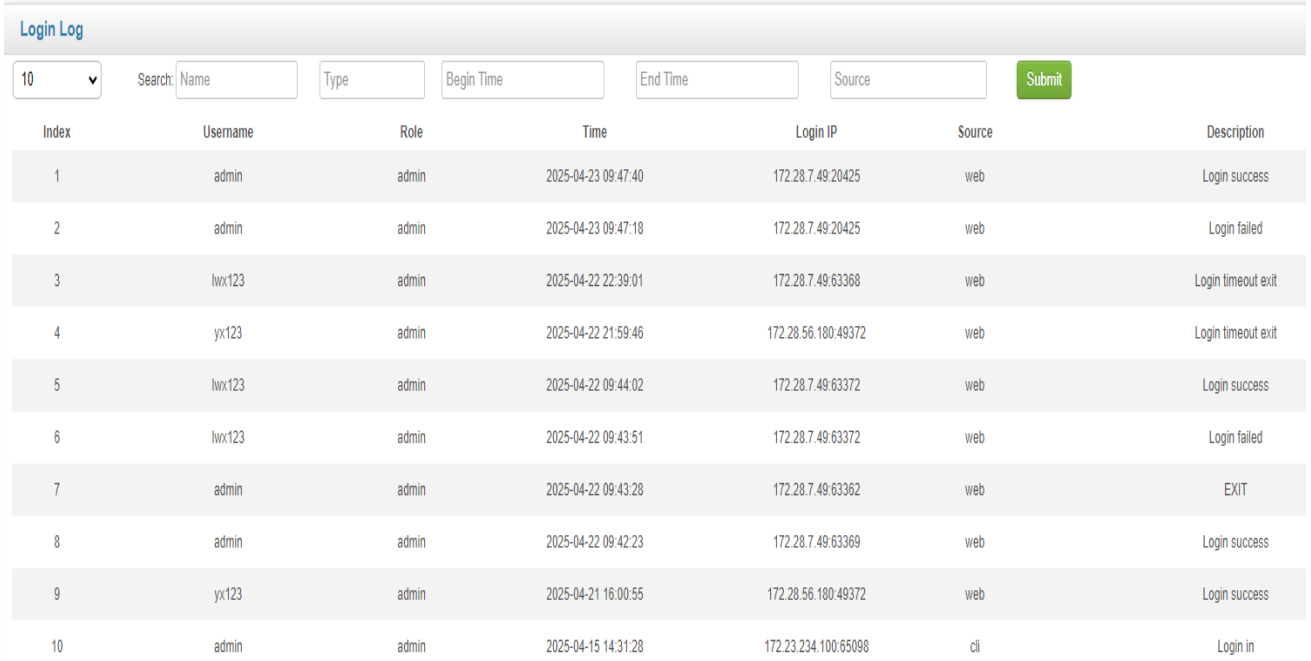
Login Log

- **Application scenarios**

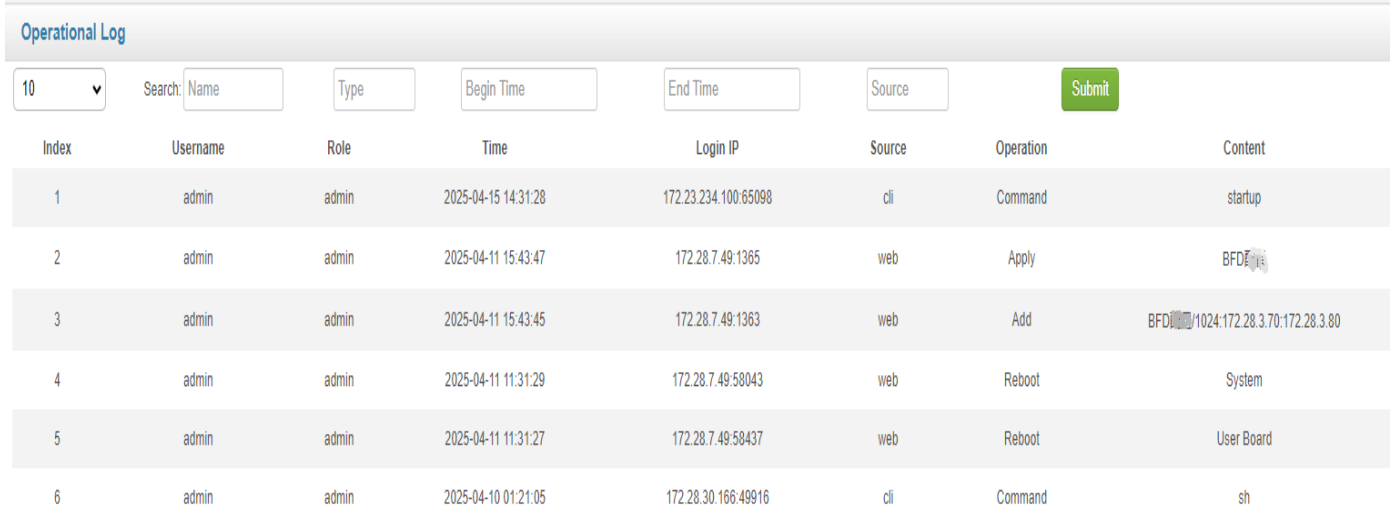
1. Suddenly jumping to the login window during use, users can check here to see if the same account is logged in at the same time and where the source is
2. The device has restarted, users can check if it was caused by someone operating it



Operational Log

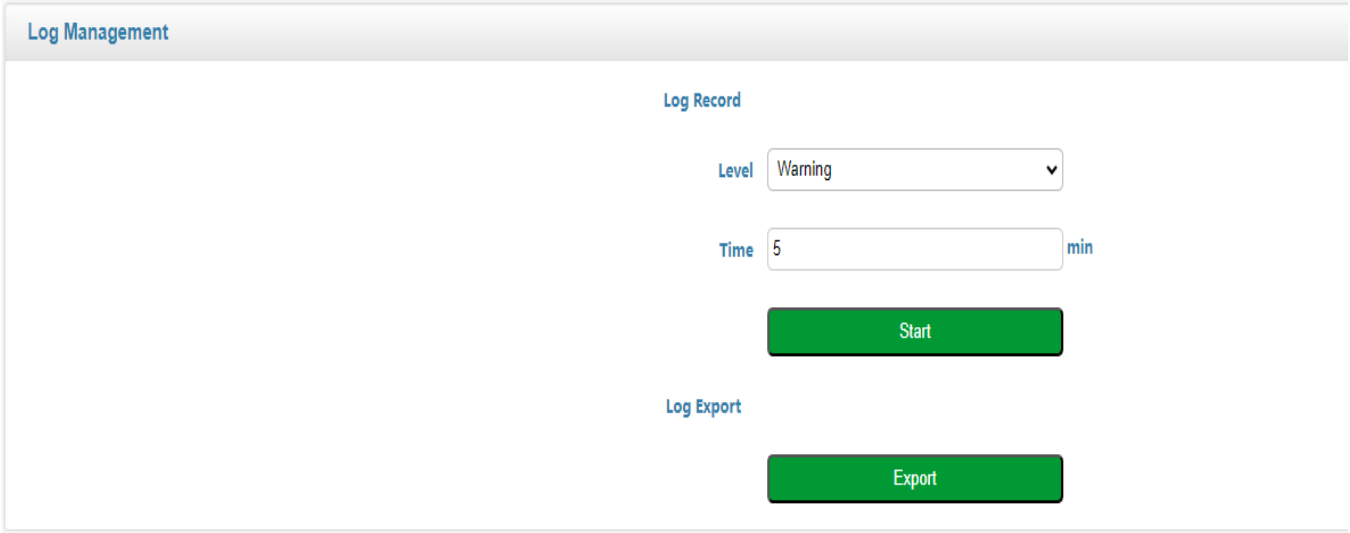
- **Application scenarios**

The call suddenly doesn't work, Check if the configuration has been changed



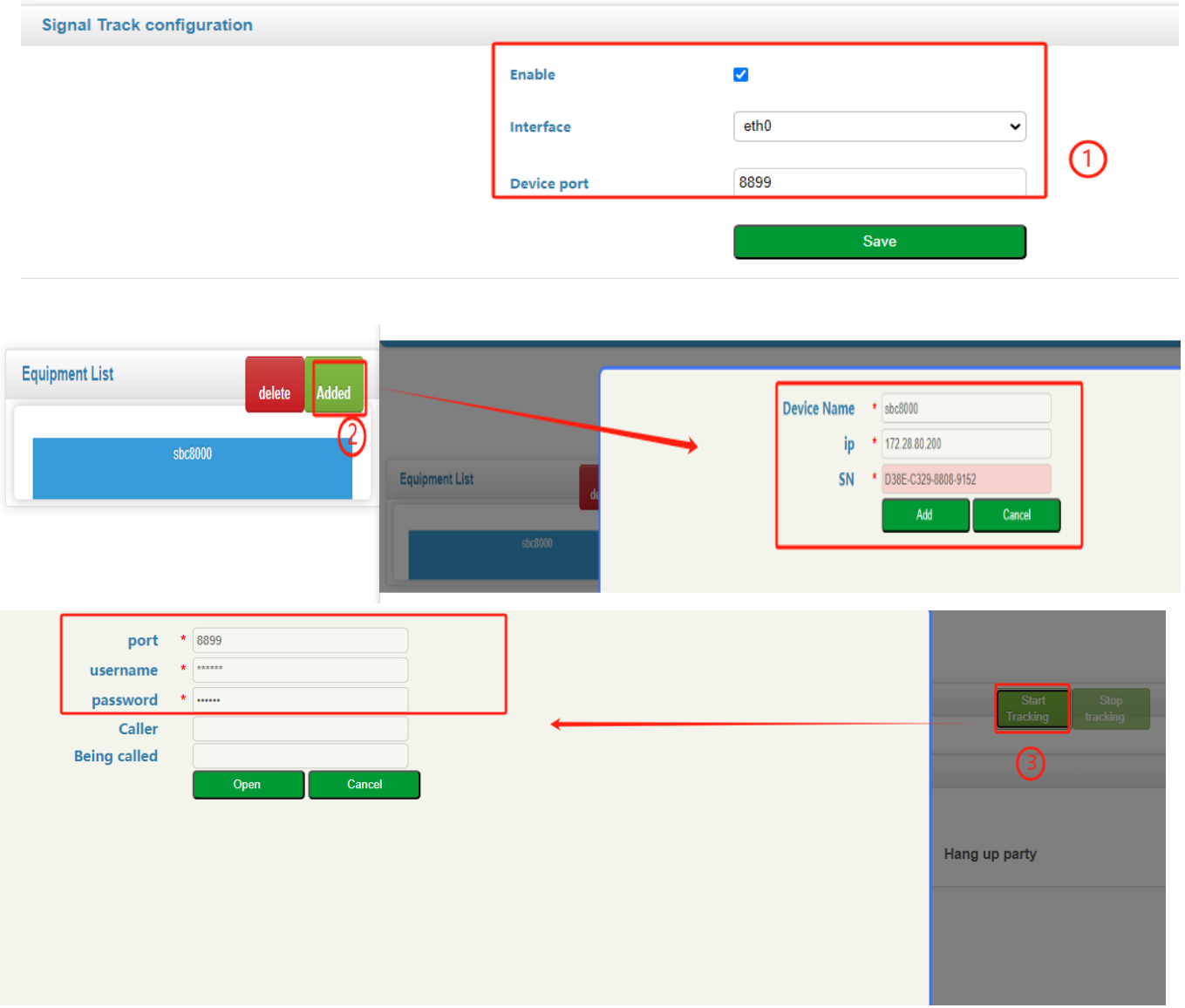
Log Management

- **Direct export** : can obtain system logs for analyzing system abnormalities
- **Online tracking**: Select the DEBUG level, set the time, start tracking, and wait for the call to complete and then export the call log immediately for tracking



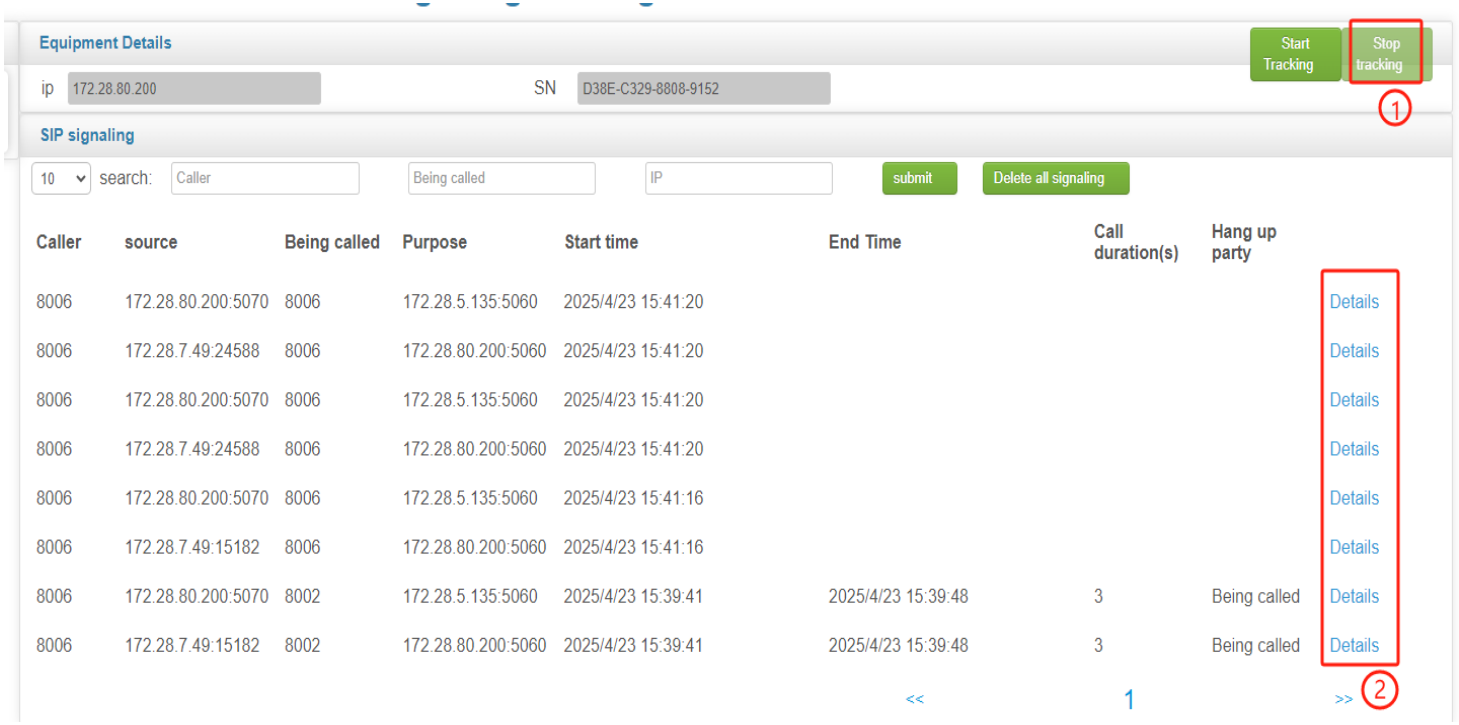
Signal Track configuration

1. **SBC**: Enable signaling tracking in **Maintenance-Signaling Tracking Configuration**, select the network port, and configure the port
2. **Signaling tracking tool**: Windows, Linux or Mac, choose the corresponding system to install, add the device after successful installation
3. **Strat tracking:** Fill in the port set on SBC, SBC login account and password



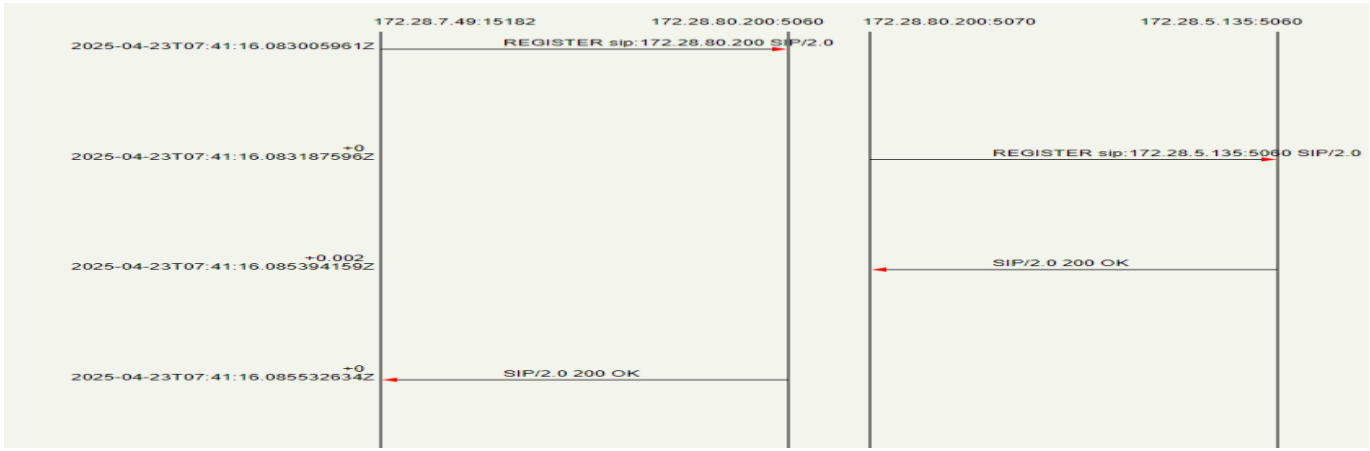
Signal Track Log

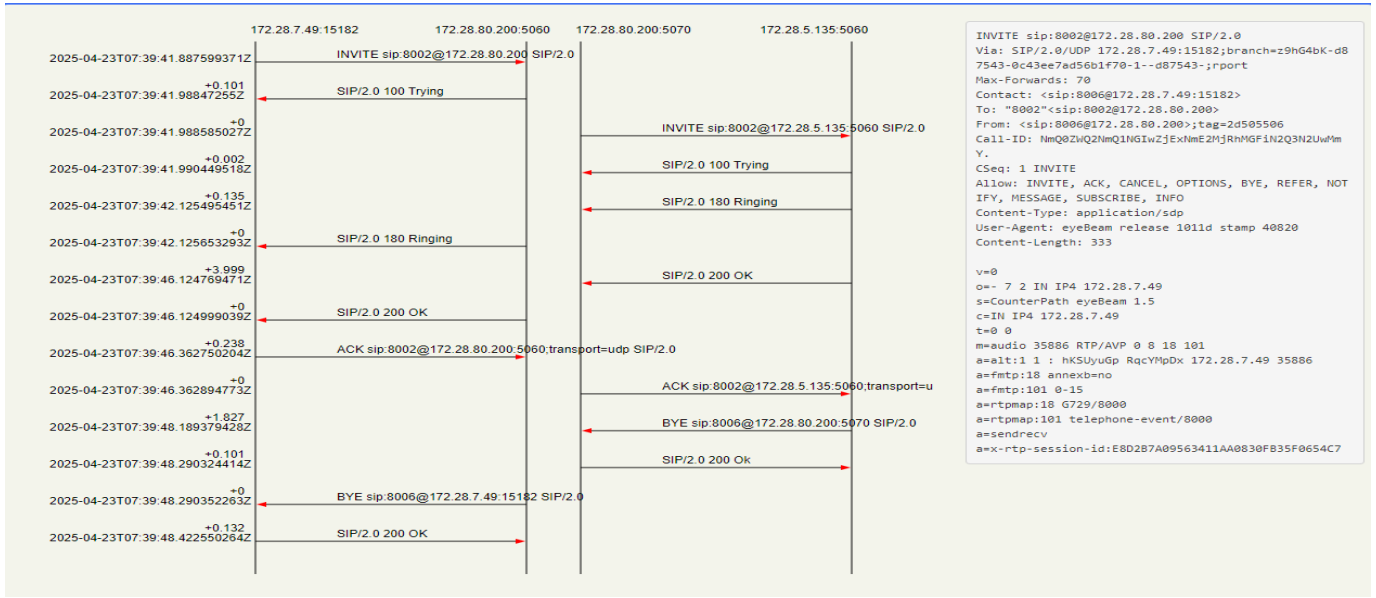
1. Click Stop Tracking to see the log
2. Click Details to see the specific signaling process



Signal Track Log

1. Registration signaling process
2. Call signaling process

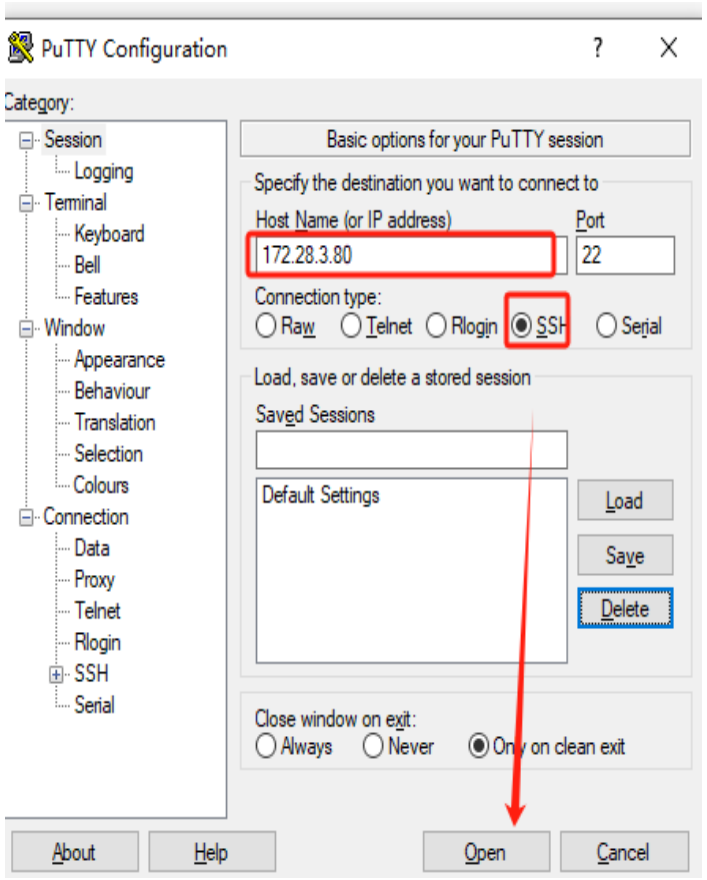


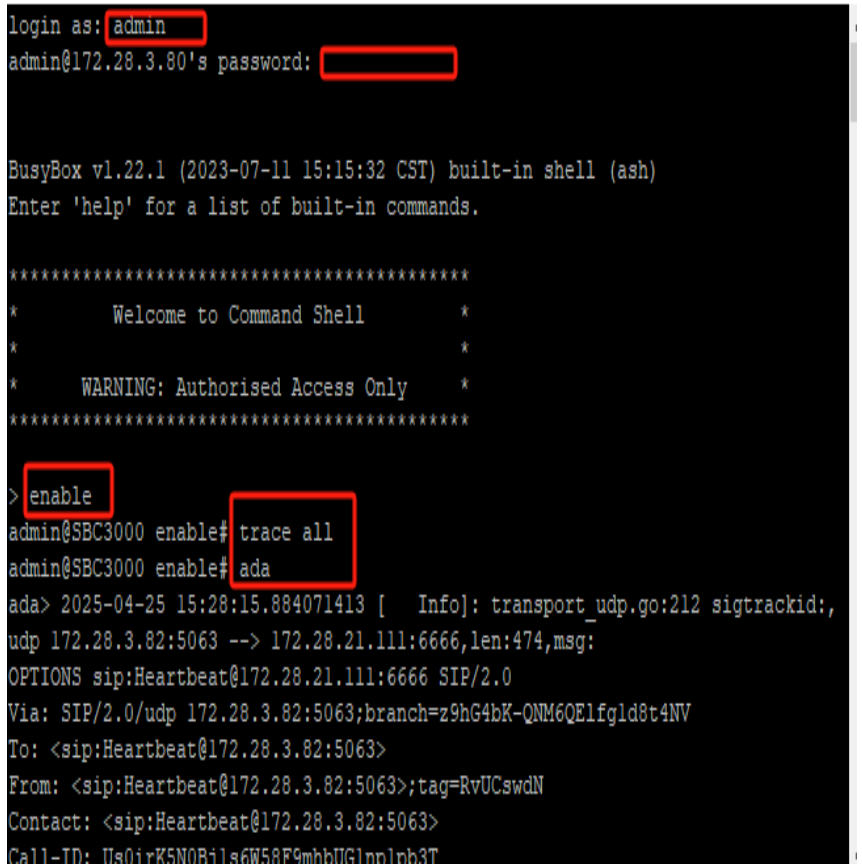


Command Line Trace Log

- **SBC1000/SBC3000Pro**

1. Open tools like Putty, enter the SBC IP and select ssh
2. After opening, enter the SBC login account and password
3. Enter the “enable”, “trace all”, and “ada” commands in sequence to track the log

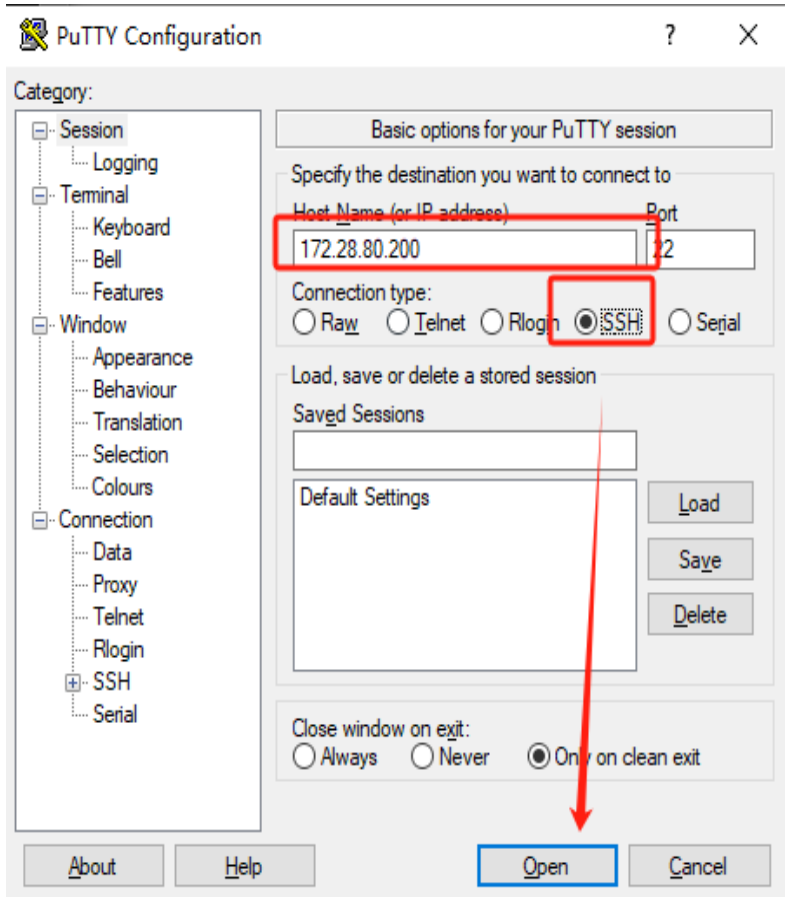


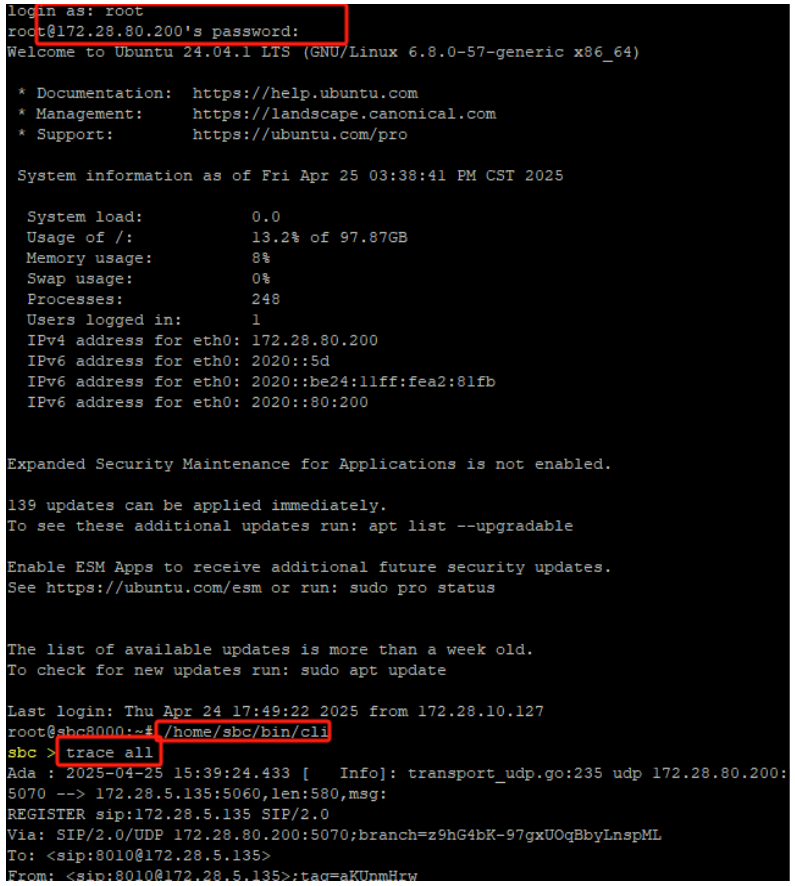


Command Line Trace Log

- **SBC8000**

1. Open tools like Putty, enter the IP and SSH port of the server
2. After opening, enter the SSH login account and password for the server
3. Enter the “/home/sbc/bin/cli”、“trace all” commands in sequence to track the log





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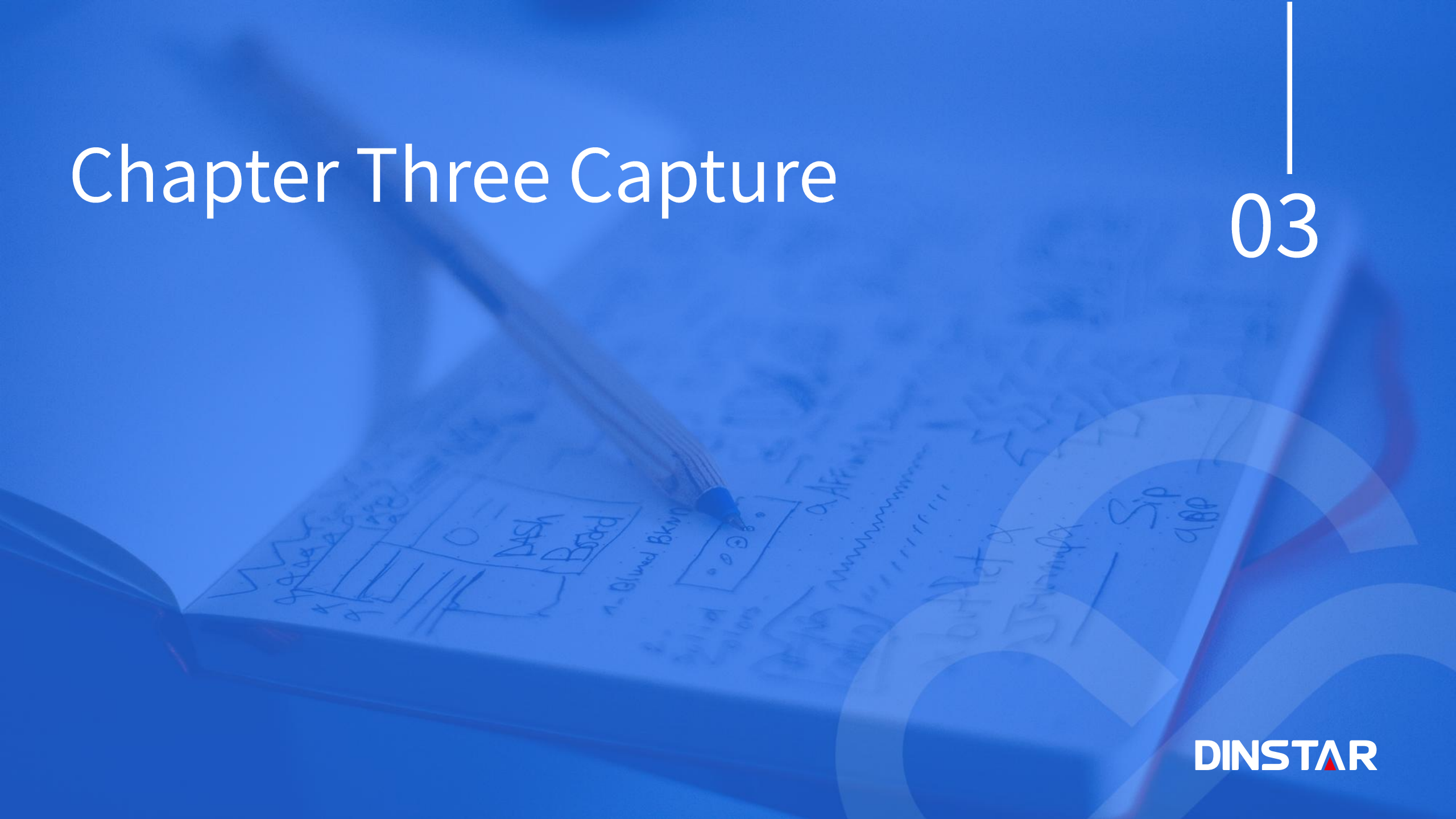
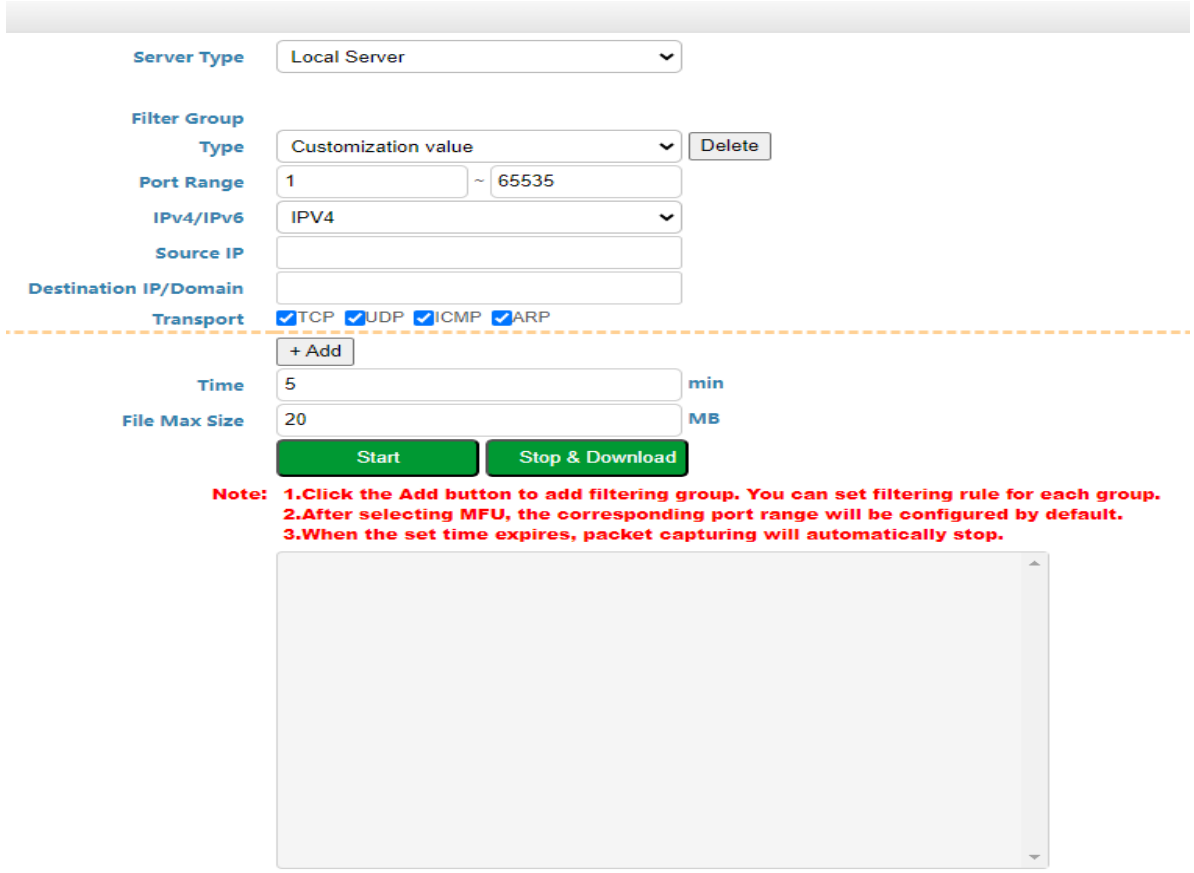


Capture

- **SBC1000/SBC3000Pro**

1. Click on **Maintenance – Capture**
2. On demand or default configuration, click **Start**
3. Reproduce the problem
4. Click **Stop&Download** to stop packet capture and download files

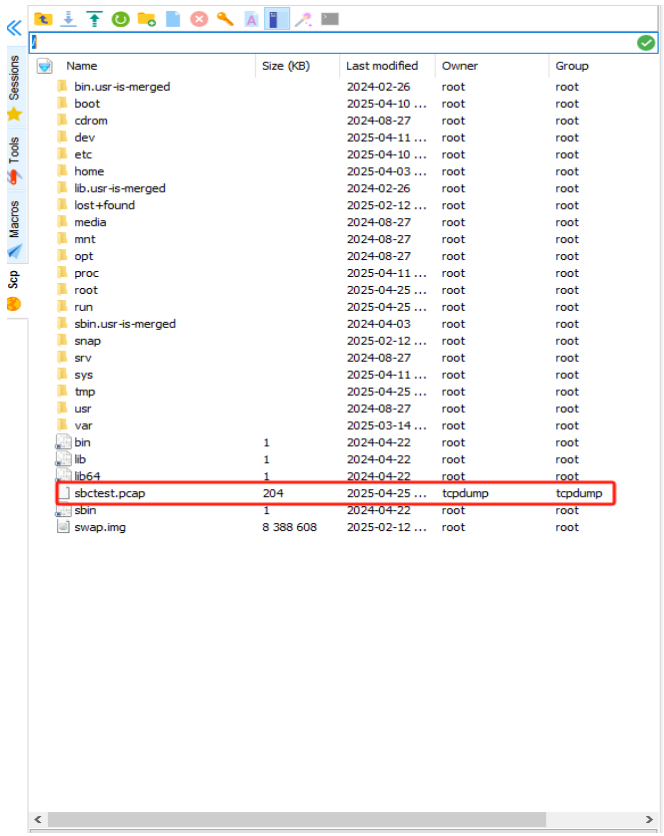


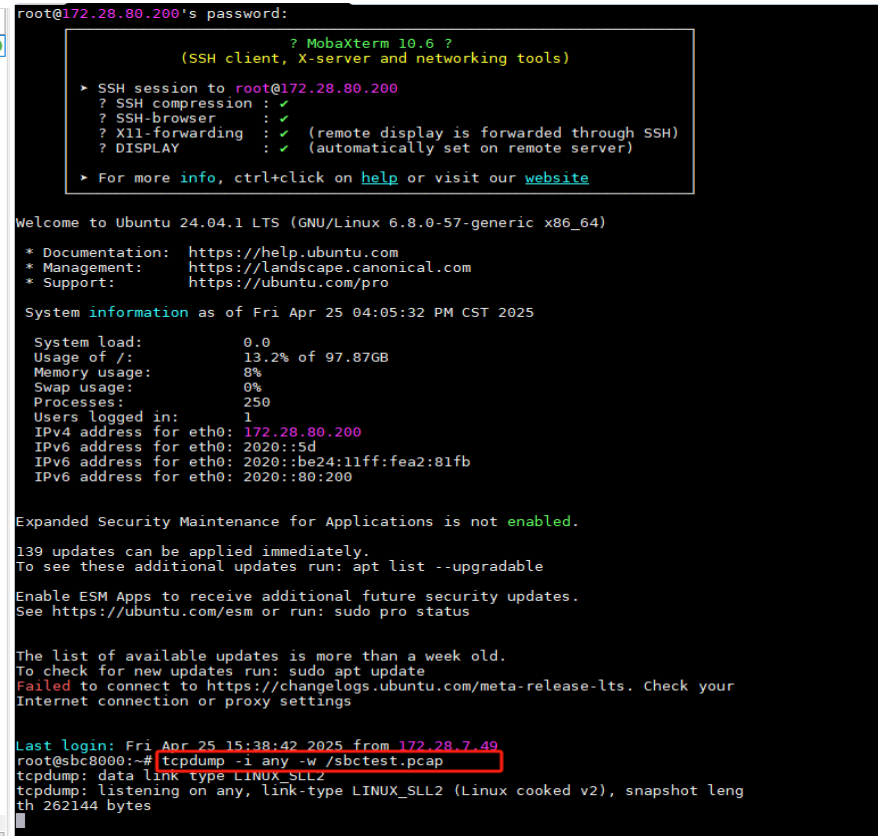
Capture

- **SBC8000**

Sbc8000 cannot directly capture packets on the web interface and needs to capture server network port messages

tcpdump - i network port name - w file name





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THANKS

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