

# UC Routine Maintenance



Copyright@2024 Shenzhen Dinstar Co., Ltd All rights reserved

- This course is mainly:
  - Introduce How to check if the status is normal
  - Introduce the usage scenarios and content of UC logs
  - Introduce common problem location method

# Course Objective

Through this course  
you will be able to



Understand and know Normal state



learn how to download and view logs



Understand how to troubleshoot common  
problems

# Contents

- 1 Status Check
- 2 View Log
- 3 FAQ

# Status Check

01

1.1 Device Usage

1.2 Service Status

1.3 Slot Status

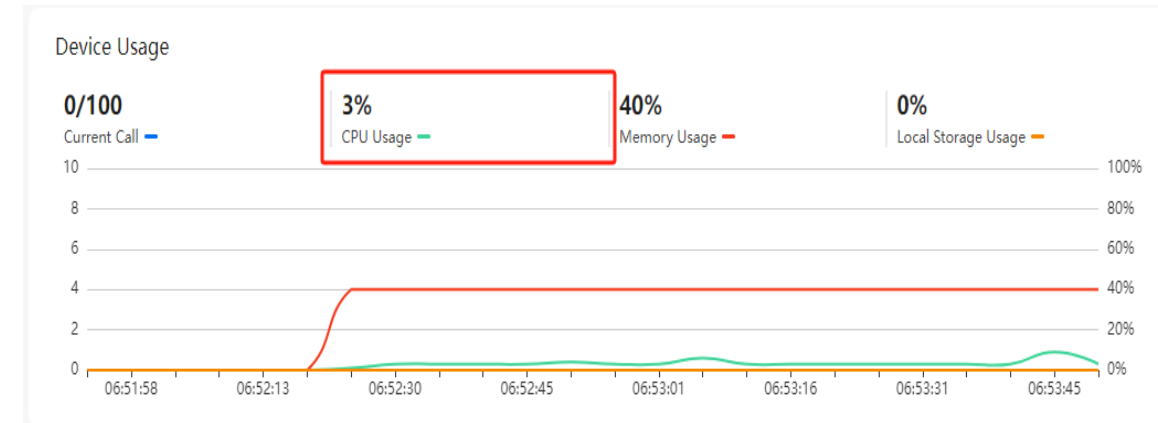
1.4 License

1.5 Unread Event Logs

# Device Usage

- **High CPU usage**

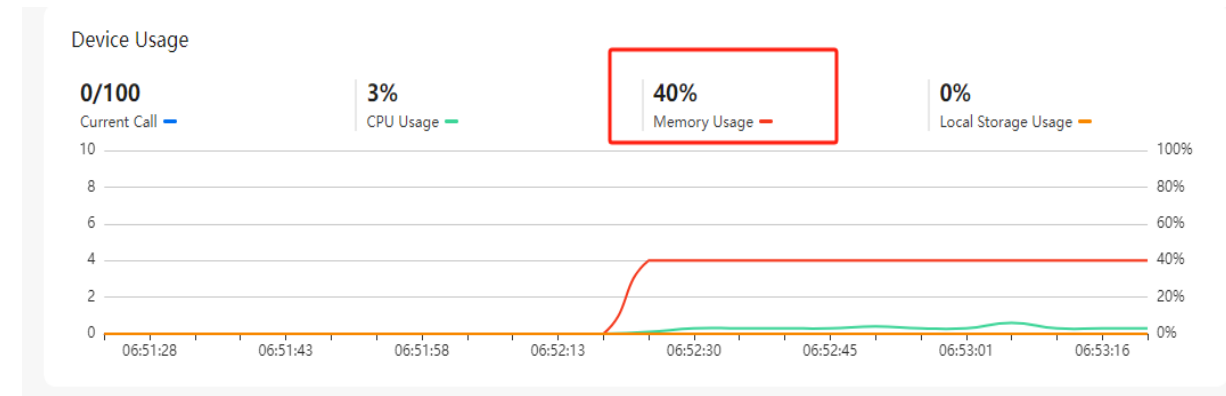
1. **Current Call** : View the current number of calls
2. **recording configurations** : Check if all currently used extensions have recording configurations
3. **Transcoding**: Check if all calls in the CDR have transcoding behavior
4. **Incoming call statistics**: Check if the Call In(F/T) have increased significantly in SIP Stack
5. **Download logs** : Download Maintenance – Service Log - System Snapshot



# Device Usage

- **High Memory Usage**

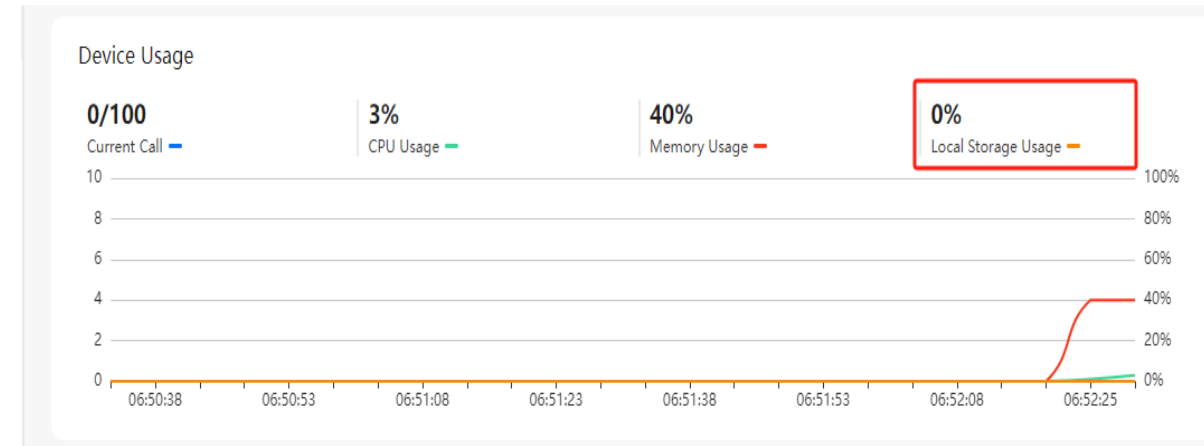
1. **recording configurations** : Check if all currently used extensions have recording configurations
2. **Download logs** : Download Maintenance - log-Service Log



# Device Usage

- **High Local Storage Usage**

1. On the **System ->Storage-Disk Manager** ,check the usage of various types of data
2. UC8000 , Log in the system and check the overall usage of the hard drive through df





# Service Status

- **SIP**

1. Check if the **SIP Stack** page status is normal
2. Download **Maintenance -Log- Service Log**

- **HA:**

the **Status** page will prompt relevant error messages

- **NMS:**

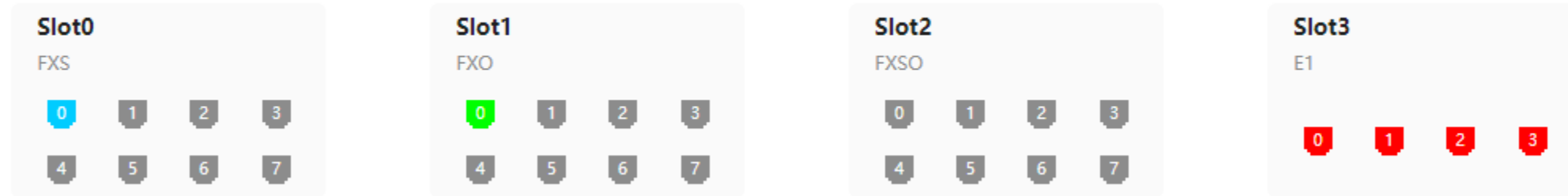
1. View **Service Integration -NMS** configuration
2. Test whether the NMS server can be pinged in **Maintenance ->Diagnostics ->Network**
3. Download **Maintenance -Log-Service Log**



# Slot Status

Slot Status

[View](#)



**Red** : the current available status

**Gray** : indicates unavailability, which may be due to not inserting the user board or not having relevant configurations.

**Blue** : represents available, this is FXS not connected to the phone

# License

- 1. Check the license authorization content and remain time
- 2. Authorization exception requires update authorization

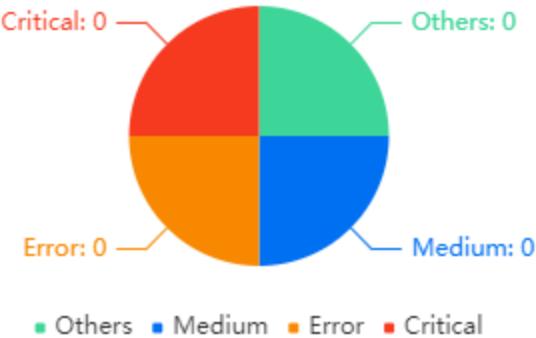
License	<a href="#">View</a>
SIP Extension	1000
Max Calls	100
E1 Ports	2
HA	Authorized
Expires	Permanent
Remain	Permanent

# Unread Event Logs

type	level	event_name
System	notice	UPGRADE_SUCC
	notice	UPGRADE_FAIL
	notice	BACKUP_CONFIG_RECOVERY_SUCC
	notice	BACKUP_CONFIG_RECOVERY_FAIL
	notice	HIGH_CPU_USAGE
	notice	INSUFFICIENT_MEMORY
	notice	LICENSE_EXPIRED
	notice	SYSTEM_REBOOT
	notice	SYSTEM_UP
	notice	INSUFFICIENT_FLASH_SPACE
Call Service	Critical	CALL_SERVICE_CRASH
	notice	SIP_TRUNK_STATUS_UP
	warning	SIP_TRUNK_STATUS_DOWN
	notice	SIP_EXTENSION_OFFLINE
	error	SIP_PROFILE_ABNORMAL
	warning	HA_HEARTBEAT_TIMEOUT
	warning	CALL_OVERLOAD
Operation	notice	FAIL2BAN
	notice	USER_LOGIN_SUCC
	notice	USER_LOGIN_FAIL
	notice	USER_PASSED_CHANGED
	notice	USER_LOGIN_LOCKED

Unread Event Logs

View



# Contents

- 1 Status Check
- 2 View Log
- 3 FAQ

# View Log

02

2.1 Operation Log

2.2 Service Log

2.3 Config Changes Log

2.4 Dinlink Log

# Operation 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

Index	Username	Time	Level	Access Source	Operation	Page
100	admin	2025-04-15 Tue 09:56:53	Info	172.28.7.49:42232	View	maintain/log
99	admin	2025-04-15 Tue 09:48:01	Info	172.28.7.49:41832	View	status/overview
98	admin	2025-04-15 Tue 09:47:53	Info	172.28.7.49:41792	View	system/event_notification
97	admin	2025-04-15 Tue 09:37:43	Info	172.28.7.49:41328	View	status/overview
96	admin	2025-04-15 Tue 09:30:05	Info	172.28.7.49:41026	View	maintain/license
95	admin	2025-04-15 Tue 08:58:20	Info	172.28.7.49:39202	View	status/overview
94	admin	2025-04-15 Tue 08:55:33	Info	172.28.7.49:39134	View	service/nms
93	admin	2025-04-15 Tue 08:54:54	Info	172.28.7.49:39089	View	maintain/diagnostics
92	admin	2025-04-15 Tue 08:53:27	Info	172.28.7.49:39052	View	maintain/log
91	admin	2025-04-15 Tue 08:46:22	Info	172.28.7.49:38555	View	global/sip
90	admin	2025-04-15 Tue 08:45:00	Info	172.28.7.49:38389	View	status
89	admin	2025-04-15 Tue 08:44:59	Info	172.28.7.49:38385	View	quickset/set
88	admin	2025-04-15 Tue 08:44:59	Info	172.28.7.49:38385	Login Succ	

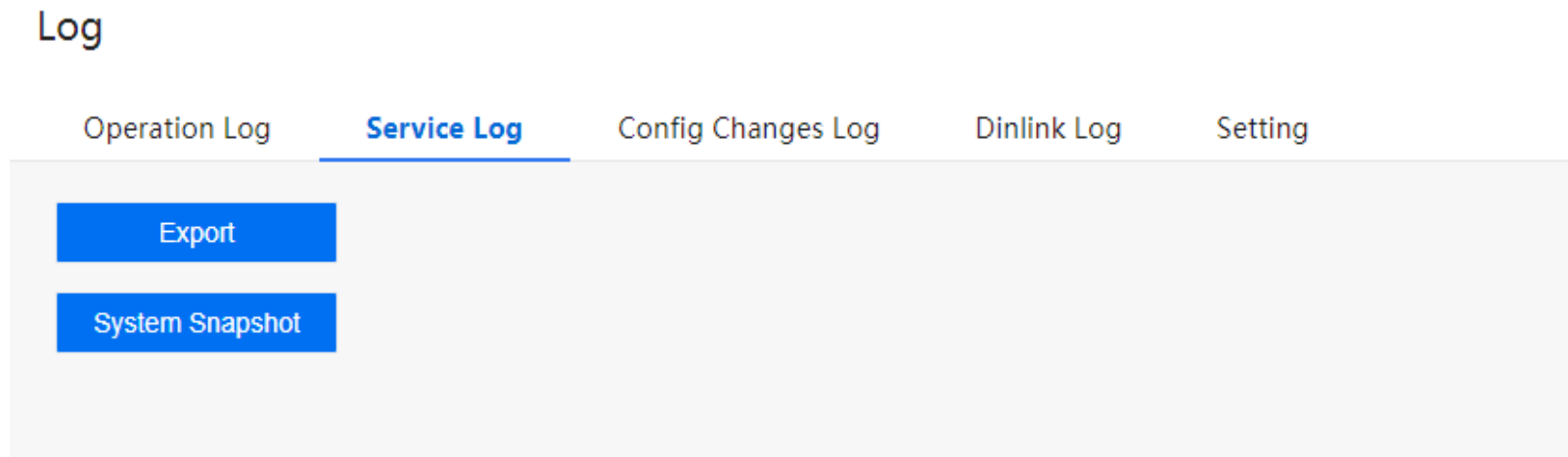
# Service Log

The exported Service logs have a total of three folders:

**Data:** mainly stores crash files and call failure logs

**ramlog** : mainly stores the running logs of services, including SIP service and web operation logs, etc

**tmp** : mainly stores CPU monitoring logs and SIP call messages





# Config Changes Log

- **Application scenarios**

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

```
admin Thu Apr 10 19:25:22 2025

Route / MasterOut / Edit

Destination for Failover Action
Manipulation or Failover Action
Manipulation = 2

Route / SecondaryOUT / Edit

Destination for Failover Action
Manipulation or Failover Action
Manipulation = 2

Manipulation Profile / remove+502 / Edit

Delete Called Prefix Count = 4

Manipulation Profile / add+502 / New

Called Manipulation Mode = Off
Add Caller Prefix = +502
Caller Manipulation Mode = Basic
Index = 2
Name = add+502

admin Thu Apr 10 19:24:05 2025
```

# Dinlink Log

- **Application scenarios**

When using the Dinlink app, if an exception occurs, users can click on the app to report the log, and you can see it here on UC

Log

Operation Log   Service Log   Config Changes Log   **Dinlink Log**   Setting

Extension Number        

<input type="checkbox"/>	File Name	Size	Version	Extension Number	Upload Time	Remarks	Operation
--------------------------	-----------	------	---------	------------------	-------------	---------	-----------

# Contents

- 1 Status Check
- 2 View Log
- 3 FAQ

# FAQ

03

3.1 Extension registration failed

3.2 Call Failed

- Extension registration failed

**1.PBX Global Settings ->SIP stack:** Check the protocol stack , transmission protocol, port, and IP

**2.Extension & Call Group-Sip Extension :** check SIP Profile

**3.Extension & Call Group-Sip Extension-status:** View extension registration history

**4.System ->Security ->current ban list:** Check if the terminal IP is blocked

Index	Display Name	Extension	Online	Register Source	Status	Expires	Agent	Profile
▶ 1	6001	6001	0		Unregistered			1-< GEO_Default > ⓘ
▶ 2	6005	6005	0		Unregistered			1-< GEO_Default > ⓘ
▶ 3	8032	8032	0		Unregistered			1-< GEO_Default > ⓘ
▶ 4	22568860	8860	0		Unregistered			1-< GEO_Default > ⓘ
▶ 5	22568861	8861	0		Unregistered			1-< GEO_Default > ⓘ
-	.....	----	-					..... ⓘ

- Call failed

**1.CDR&Recording->CDRS:** Check the reason for call failure on CDR

**2. Maintenance ->Diagnosis ->Call Trace :** start call trace, reproduce the issue, and once the reproduction is complete, click 'stop' to download the call logs and messages from this period

Signaling SIP Extension/... SIP Extension/...			
Index	Caller Signaling		Time
1	172.28.7.49:37092	172.28.5.135:5060 INVITE(sdp)	2025-04-21 16:52:10.352956
2	172.28.7.49:37092	172.28.5.135:5060 100 Trying	2025-04-21 16:52:10.353457
3	172.28.7.49:37092	172.28.5.135:5060 486 Busy Here	2025-04-21 16:52:10.415967
4	172.28.7.49:37092	172.28.5.135:5060 ACK	2025-04-21 16:52:10.417090

## Diagnostics

Command Line

Network

Call Trace

Select the module you want to trace

☐ SIP Stack ☒ SIP Message ☐ Voice

Start



# THANKS



[sales@dinstar.com](mailto:sales@dinstar.com)



[www.dinstar.com](http://www.dinstar.com)



+86 755 6191 9966