

# X-25 Integrated Maintenance Log

We have incorporated a maintenance log into software version 9.6.4, which allows anyone to capture a comprehensive troubleshooting trace without additional hardware or software. The maintenance log can be activated from the LAN or remotely through the WAN. Best of all, if the site is using SMTP, the X-25 can be programmed to automatically email a copy of the trace.

The maintenance log is on a “Hidden” or unlinked page within the X-25 start with software version 9.6.3. To access the page you have to enter “http://” + “IP address” + “/mtLog.html”, which is case sensitive; so the entry would look like <http://192.168.10.1/mtLog.html> if the site is using the default LAN IP addresses. You will have to log in using the X-25’s login information.

The screenshot displays a web interface for configuring and managing the maintenance log. It is divided into three sections:

- Remote Maintenance – Configuration:** This section includes a heading, a descriptive paragraph, and several controls: a radio button to toggle between 'Disable' (selected) and 'Enable'; a dropdown menu for 'Log Level' set to 'Debug'; a text input field for 'Destination Email'; and three checkboxes for 'Save SIP packets', 'Save IP Trunk SIP packets', and 'Save CMS Log'. A 'Save Settings' button is located below these controls.
- Remote Maintenance – Download Log:** This section has a heading and a brief instruction, followed by a 'Download' button.
- Remote Maintenance – Delete Log:** This section has a heading and a brief instruction, followed by a 'Delete' button.

## WARNING:

*Do not leave the maintenance log enabled any longer than necessary, because it uses CPU time that is best used for processing telephone calls.*

- Before starting a trace - click on “Delete” to delete all previous trace information
- To enable the Maintenance Log trace - select “Enable”
- Select the trace level, Error, Warning, Info and Debug (Unless otherwise instructed select debug)
- If SMTP is enabled - enter the email address that will receive the Maintenance Log file.
- Select to Save SIP Packets for general traces (Unless otherwise instructed always enable this)
- Select to Save IP Trunk SIP Packets when troubleshooting trunks
- Select to Save CMS Log
- Press Save settings

Wait until the anomaly appears again. Then log in and disable the trace. If SMTP is enabled, you will automatically receive an email. If not, click on Download to download the existing file.