

# X-50 Integrated “tcpdump.html” Log

We have incorporated a TCP IP Dump log into software version 9.6.3, which allows anyone to capture a comprehensive troubleshooting trace without additional hardware or software. This log can be activated from the LAN or remotely through the WAN.

The “tcpdump” log is on a “Hidden” or unlinked page within the X-50 start with software version 9.6.3. To access the page you have to enter “http://” + “IP address” + “/tcpdump.html”, which (lower case) is case sensitive; so the entry would look like <http://192.168.10.1/tcpdump.html> if the site is using the default LAN IP addresses. You will have to log in using the X-50’s login information.

## WARNING:

*Do not leave this log running (enabled) any longer then necessary, because it uses CPU time that is best used for processing telephone calls.*

The screenshot shows a web-based configuration page for TCPDUMP. The page is titled "TCPDUMP -- Configuration" and includes a sub-header "TCPDUMP helps you to capture network packets for analysis." Below this, there are several configuration options: "Protocol" is set to "ALL", "Interface" is set to "WAN", and "Each Packet Size" is set to "1500". There is an empty text box for "Extended Parameters" with a note below it: "(Note: Please make sure the extended parameters are valid, or else capturing packets will be failed!)". A "Save Settings" button is located below the configuration options. The page also has three main sections: "TCPDUMP -- Start/Stop" with "Start" and "Stop" buttons, "TCPDUMP -- Download" with a "Download" button, and "TCPDUMP -- Delete" with a "Delete" button. The browser's taskbar at the bottom shows "Internet | Protected Mode: On" and a battery level of 92%.

- Before starting a trace - click on “Delete” to delete all previous trace information
- Select the protocol to capture - unless specified select “All”
- Select Interface - Wide Area Network (WAN), Local Area Network (LAN) or Wireless Local Area Network (WLAN)
- **Change the “Each Packet Size” to 1500**
- Unless instructed do not enter anything in the “Extended Parameters” lines.
- Press Save settings
- Press “Start”
- Duplicate the reported anomaly and then press stop - This file can become very large so it is important to stop the capture as soon as possible.
- Click on Download to download captured trace file. Save it in a location that is easy to locate.
- After the file is successfully downloaded you can press “Delete” to delete the captured file or you can wait until technical support instructs you to delete the file.