

# X-50 Integrated Maintenance Log

We have incorporated a maintenance log into software version 9.6.3, 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-50 can be programmed to automatically email a copy of the trace.

The maintenance 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” + “/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-50’s login information.

## WARNING:

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

**Remote Maintenance -- Configuration**

If the log mode is enabled, the system will begin to log all the selected events. For the Log Level, all events above or equal to the selected level will be logged. If the email address is useful, the log will be sent to it by the specific feature code.

Remote Maintenance:  Disable  Enable

Log Level:

Destination Email:

Save SIP packets:

Save IP Trunk SIP packets:

**Remote Maintenance -- Download Log**

Download the maintenance log.

**Remote Maintenance -- Delete Log**

Delete old maintenance logs.

- 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
- 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.