

# Running a Syslog on SPA Devices

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## Introduction

This article is one in a series to assist in the setup, troubleshooting, and maintenance of Cisco Small Business products.

### Q. How do I run a syslog on an SPA device?

A.

#### *Step 1:*

In order to configure the *SPA* to capture *SIP* messages, complete these steps:

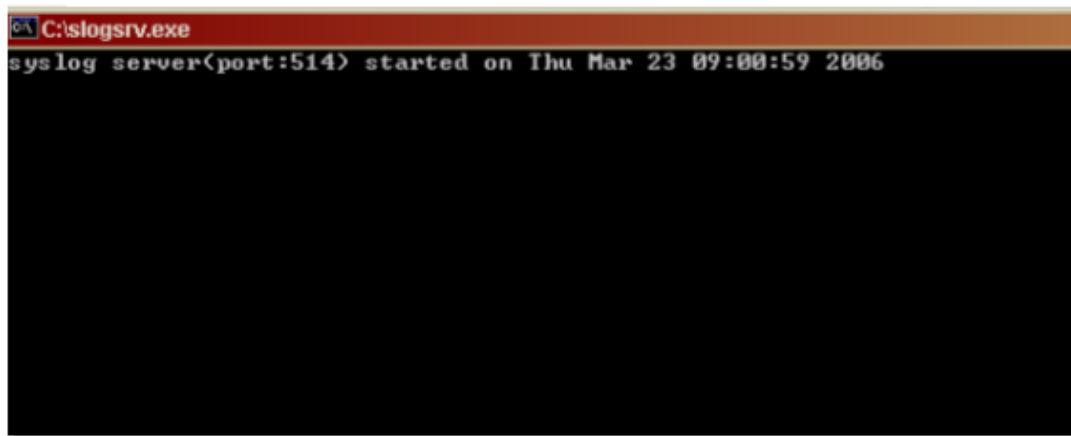
*Linksys partners* can download a *syslog server tool* (slogsrv.exe) from the *Linksys Partner Connection*.

In order to get to the *VARs*:

- i. Refer to the *Product Utilities*.
- ii. Click on the Linksys *Voice System*.
- iii. Click on the *SPA Utilities*.
- iv. Click the *Syslog Server* for SPA Devices.

Now, to go to the SPs:

- Refer to the *Technical Tools*
- Click the *SPA Utilities*
- Finally, click the *Syslog Server* for SPA Devices.
- **Save** this file on your computer and then **run** it.
- A screen similar to a *DOS prompt* window will appear.
- Leave this screen open and proceed to the next step.



#### *Step 2:*

Access the SPA2002's web-based setup page. For instructions, click *Answer Link*.

**Step 3:**

Click **Admin Login** then click **System**. Under **Optional Network Configuration**, complete these fields:

- ◆ **Syslog Server:** (IP address of the computer running the syslog application)
- ◆ **Debug server:** (IP address of the computer running the syslog application)
- ◆ **Debug level:** 3

The image shows a screenshot of a configuration page titled "Optional Network Configuration". The form contains several fields: "HostName:", "Domain:", "Primary DNS:", "Secondary DNS:", "DNS Server Order:" (with a dropdown menu set to "Manual"), "DNS Query Mode:" (with a dropdown menu set to "Parallel"), "Syslog Server:", "Debug Server:", "Debug Level:" (with a dropdown menu set to "3"), and "Secondary NTP Server:". A yellow callout box with a downward-pointing arrow is positioned over the "Syslog Server" field, containing the text: "Enter the IP address of the computer running the **syslog** application." Another yellow callout box with an upward-pointing arrow is positioned below the "Debug Level" dropdown, containing the text: "Select **3**."

**Step 4:**

Then click **Line 1** or **Line 2** (depending which line you are using), and under **Sip Debug Option**, select **Full**.

Click **Line 1** or **Line 2**.

Line Enable:

Streaming Audio Server (SAS)

SAS Enable:

SAS DLG Refresh Intvl:

SAS Inbound RTP Sink:

NAT Settings

NAT Mapping Enable:

NAT Keep Alive Enable:

NAT Keep Alive Msg:

NAT Keep Alive Dest:

Network Settings

SIP TOS/DiffServ Value:

Network Jitter Level:

RTP TOS/DiffServ Value:

SIP Settings

SIP Port:

SIP 100REL Enable:

EXT SIP Port:

Auth Resync-Reboot:

SIP Proxy-Require:

SIP R:

SIP Debug Option:

Select **full**.

Restrict Source IP:

Refer:

Refer Target Bye Delay:

Referee Bye Delay:

Refer-To Target Contact:

**Step 5:**

Click .

**Step 6:**

You should now see traffic.

```

C:\DOCUMENTS AND SETTINGS\techgirl\LOCALS-1\Temp\Temporary Directory 2 for slogsrv.zip\slogsrv.exe
Jan 1 12:00:02 0014BF4D67C7 Profile Rule D:
Jan 1 12:00:02 0014BF4D67C7 Line 1 Preferred Codec:G711u
Jan 1 12:00:02 0014BF4D67C7 Line 1 Preferred Codec:G711u
Jan 1 12:00:02 0014BF4D67C7 Line 2 Preferred Codec:G711u
Jan 1 12:00:02 0014BF4D67C7 Line 2 Preferred Codec:G711u
Jan 1 12:00:02 0014BF4D67C7 RTP Packet Size:0.030
Jan 1 12:00:02 0014BF4D67C7 RTP Packet Size:0.030
Jan 1 12:00:02 0014BF4D67C7 IDBG101:8
Jan 1 12:00:02 0014BF4D67C7 IDBG111:8
Jan 1 12:00:02 0014BF4D67C7 [0]Reg Addr Change<0> 0:0->a630089:5060
Jan 1 12:00:02 0014BF4D67C7 [0]Reg Addr Change<0> 0:0->a630089:5060
Jan 1 12:00:02 0014BF4D67C7 [0:5060]->10.99.0.137:5060
Jan 1 12:00:02 0014BF4D67C7 [0:5060]->10.99.0.137:5060
Jan 1 12:00:02 0014BF4D67C7 REGISTER sip:10.99.0.137 SIP/2.0
Via: SIP/2.0/UDP 10.99.0.133:5060;branch=z9hG4bK-4d0b36e9
From: <sip:5551111@10.99.0.137>;tag=bc6af27df2901af200
To: <sip:5551111@10.99.0.137>
Call-ID: 4d40e7cb-260af5c2@10.99.0.133
CSeq: 59448 REGISTER
Max-Forwards: 70
Contact: <sip:5551111@10.99.0.133:5060>;expires=3600
User-Agent: Linksys/PAP2-3.1.9(LSc)
Content-Length: 0
Allow: ACK, BYE, CANCEL, INFO, INVITE, NOTIFY, OPTIONS, REFER
Supported: x-sipura

Jan 1 12:00:02 0014BF4D67C7
Jan 1 12:00:02 0014BF4D67C7
Jan 1 12:00:02 0014BF4D67C7 [0:5060]<<10.99.0.137:5060
Jan 1 12:00:02 0014BF4D67C7 [0:5060]<<10.99.0.137:5060
Jan 1 12:00:02 0014BF4D67C7 SIP/2.0 100 Trying
Via: SIP/2.0/UDP 10.99.0.133:5060;branch=z9hG4bK-4d0b36e9
From: <sip:5551111@10.99.0.137>;tag=bc6af27df2901af200
To: <sip:5551111@10.99.0.137>
Call-ID: 4d40e7cb-260af5c2@10.99.0.133
CSeq: 59448 REGISTER
User-Agent: Asterisk PBX
Allow: INVITE, ACK, CANCEL, OPTIONS, BYE, REFER, NOTIFY
Contact: <sip:5551111@10.99.0.137>
Content-Length: 0

Jan 1 12:00:02 0014BF4D67C7
Jan 1 12:00:02 0014BF4D67C7

```

**Step 7:**

In order to capture the error, keep the *syslog* running and just recreate you scenario up to the point where you know the problem is occurring. When you are done capturing all the sip messages, close the window.

**Step 8:**

Go to the location where the syslog application is saved. There should be a file (notepad) containing the syslog messages you just ran *syslog514.log*

**Step 9:**

After saving the syslog file on the computer, access it via dos prompt then execute the command with the desired port, the syntax should look like this:

**C:\Documents and Settings\>slogsrv -p 515**

**Usage: slogsrv [-p port] [-o filename] [-t] [-h]**

**Where:**

- p port specify the listening port, default "514"
- o filename specify the output file name, default syslog.port.log
- t turn the local timestamp and parse the syslog header
- h this help

**Note:** With this option, it will be possible to run multiple syslog on a single computer to monitor multiple SPA devices.

## Related Information

- [Technical Support & Documentation – Cisco Systems](#)

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