Gear up your PBX

Cut Costs, Boost Profits

Version 20160711

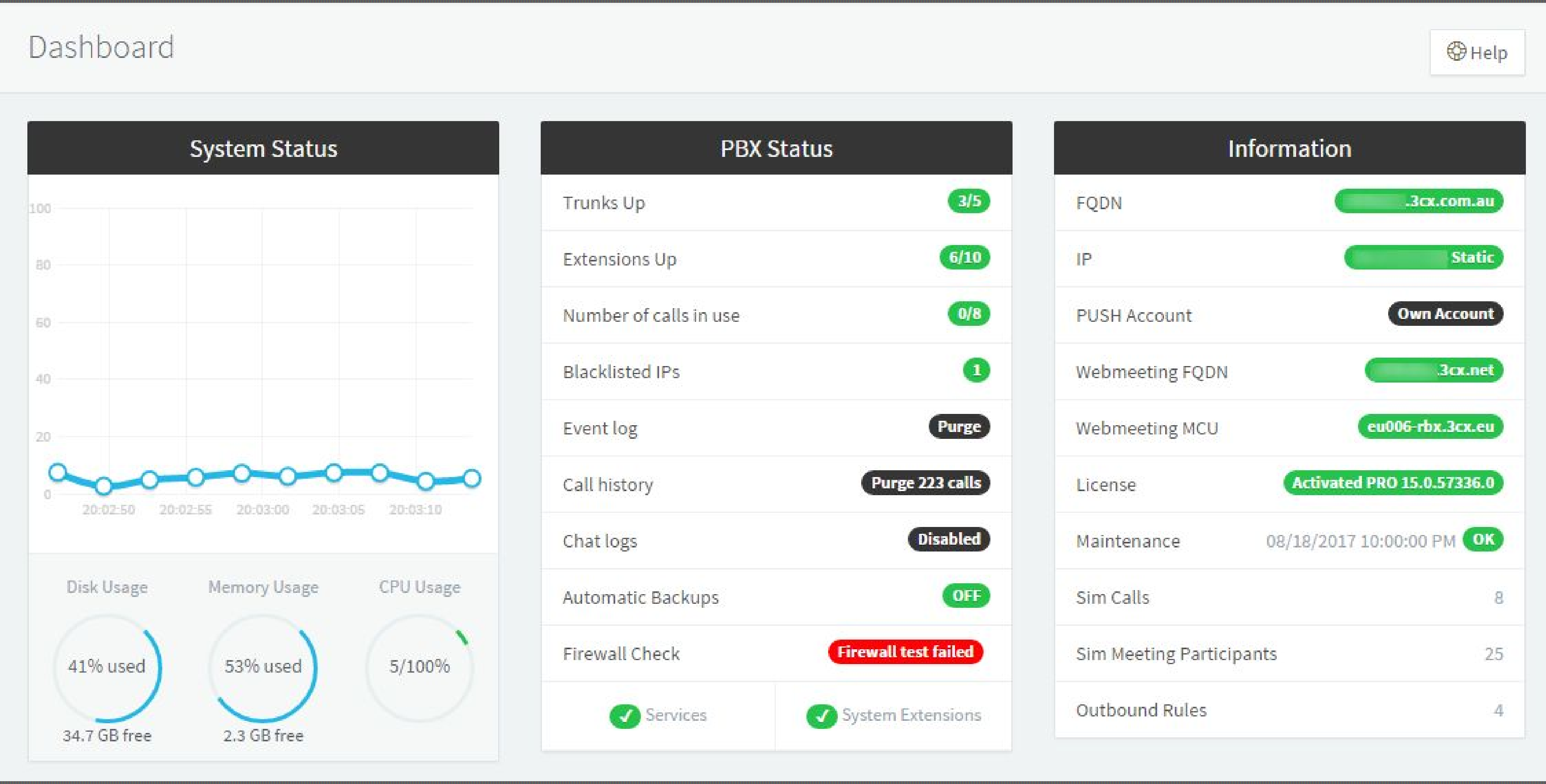
Basic Troubleshooting

Self Help

- Dashboard
- Verbose Logging
- Server Activity Log
- Phone System Event Log
- Configure Email Notifications
- WireShark

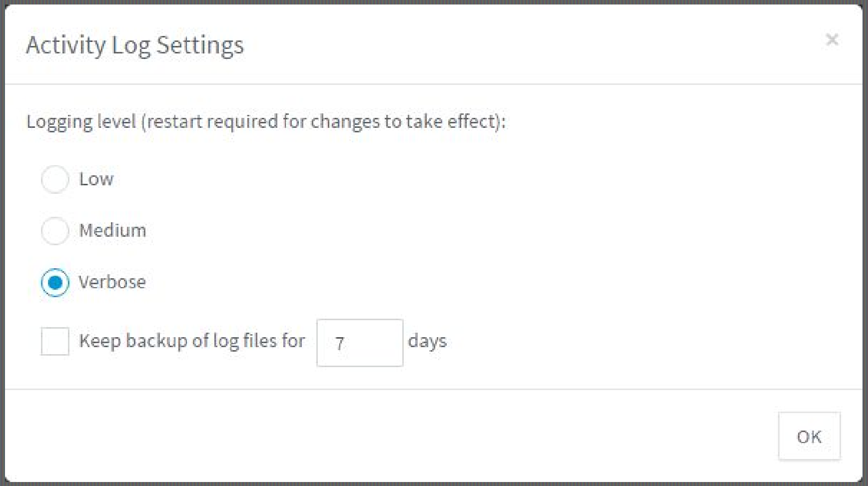
Self Help - Dashboard

- Gives a quick overview over current activity and status of PBX



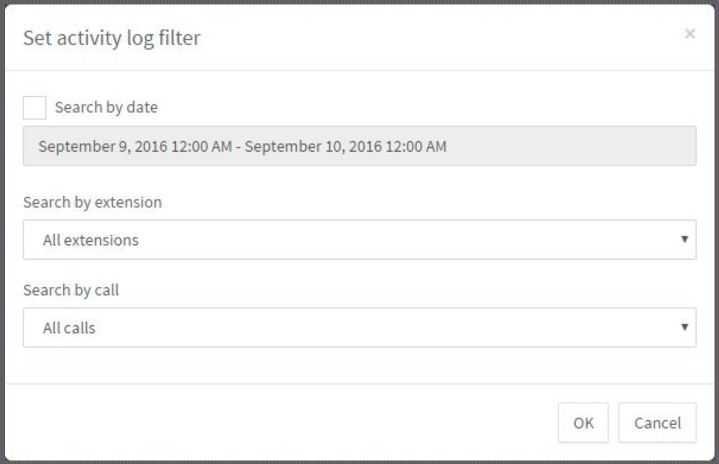
Self Help - Verbose Logging

- Default is Low Logging
- Log files use a cycle logging
- Call History (Web Reports) does not cycle
- ALL Log Files will be CLEANED after restarting services or PBX
- For debugging logging must be set to Verbose (change requires services to be restarted)
- Log files Path: C:\ProgramData\3CX\Data\InstanceX\Logs



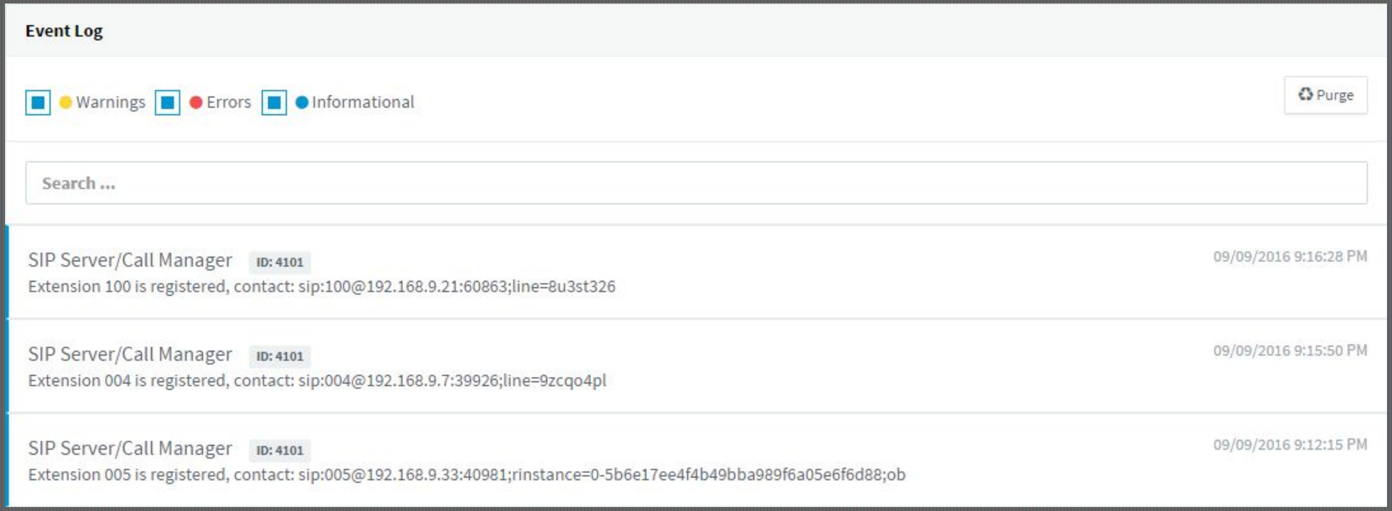
Self Help - Server Activity Log

- Basic SIP Flow Messages
- Provides information on
  - All Phone registrations
  - Interaction with PSTN Gateways & SIP Trunks
  - All calls
- Use Filter for Extension and Call or by Date
- More filter and external analytics can be performed via BinLogViewer



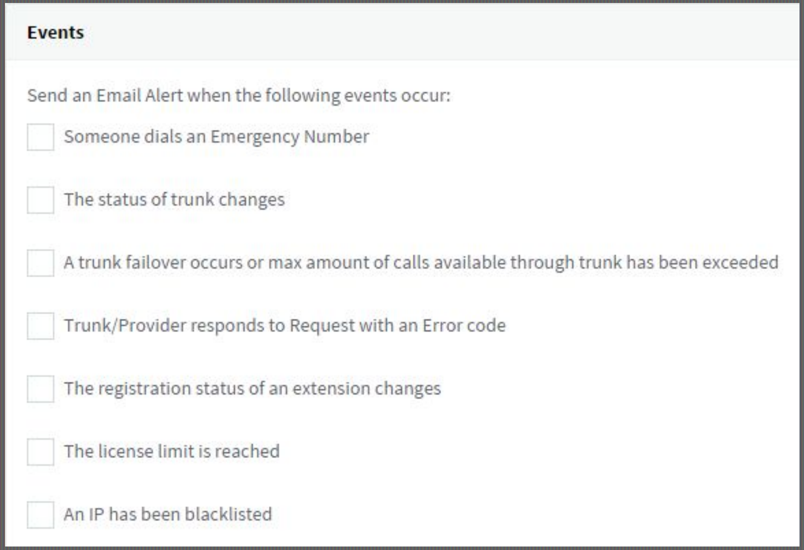
Self Help - Event Log

- Summarized Event
- Monitoring via
    - 3rd Party Tools
    - E-mail Notifications



Self Help - Configure Notifications

- Email Notifications
- Settings > Email
- Multiple addresses possible with “,” separation



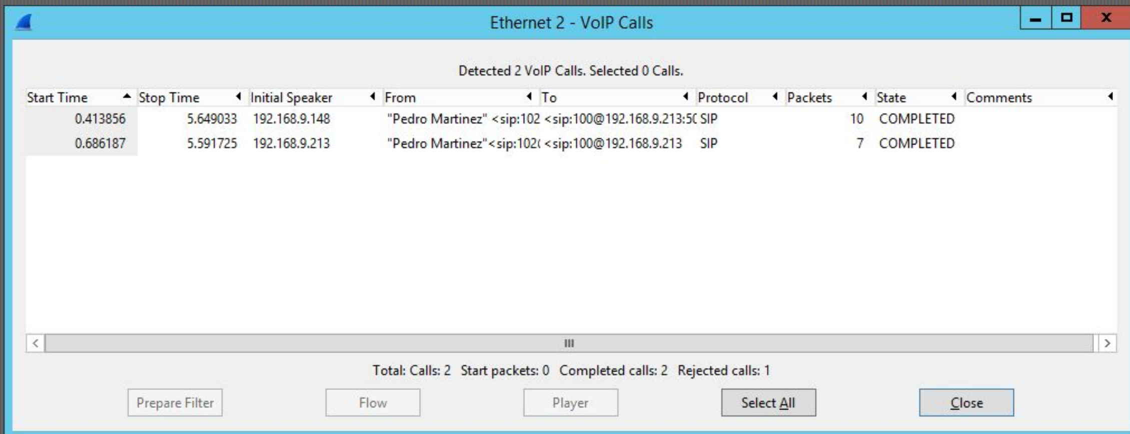
Events

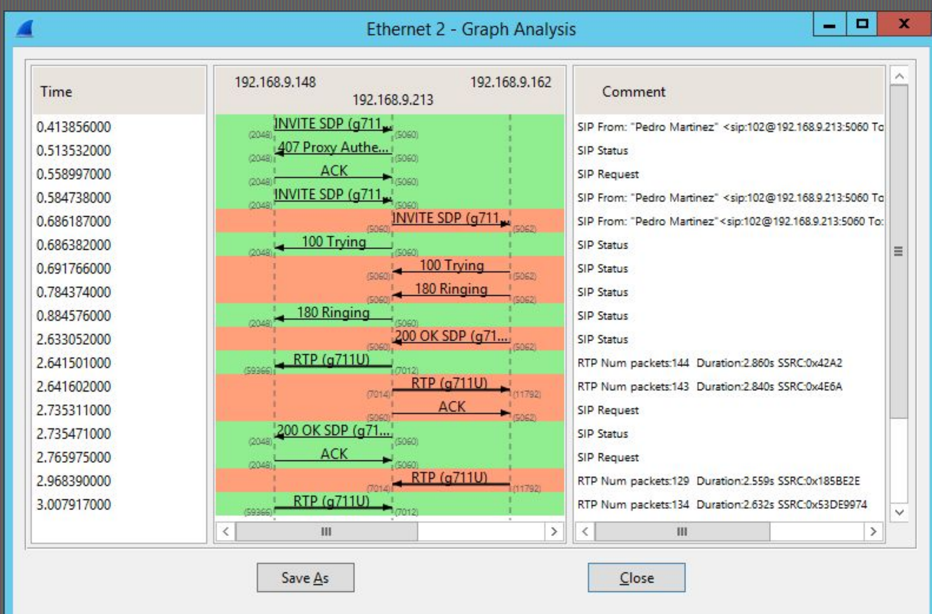
Send an Email Alert when the following events occur:

- [ ] Someone dials an Emergency Number
- [ ] The status of trunk changes
- [ ] A trunk failover occurs or max amount of calls available through trunk has been exceeded
- [ ] Trunk/Provider responds to Request with an Error code
- [ ] The registration status of an extension changes
- [ ] The license limit is reached
- [ ] An IP has been blacklisted

Self Help - WireShark

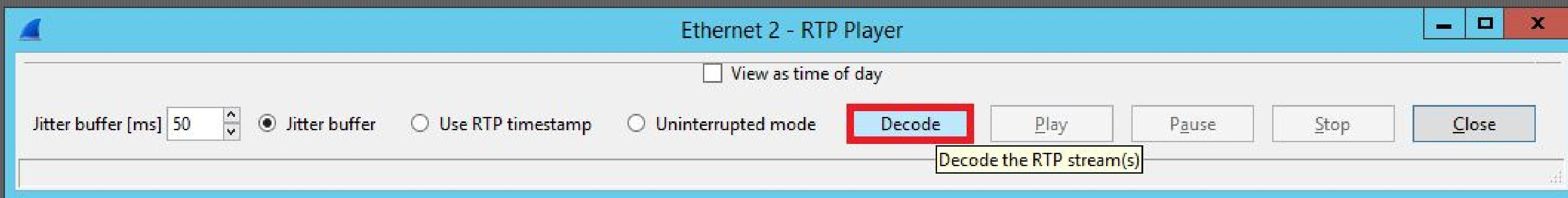
- SIP Flow Debugging

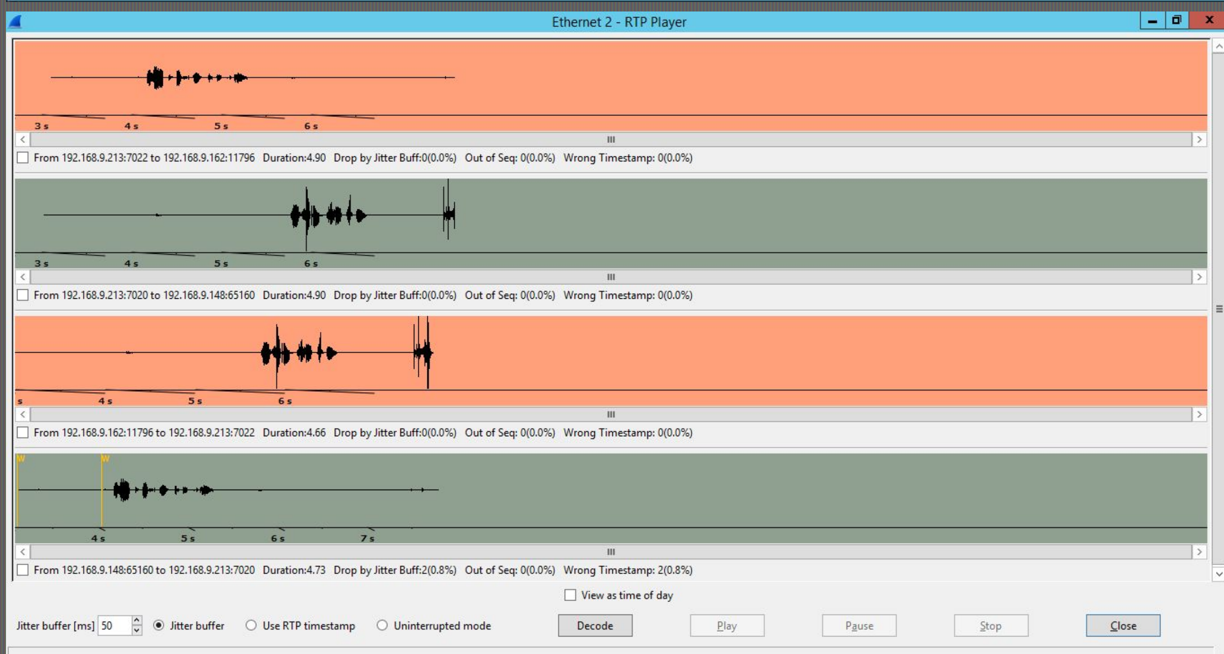




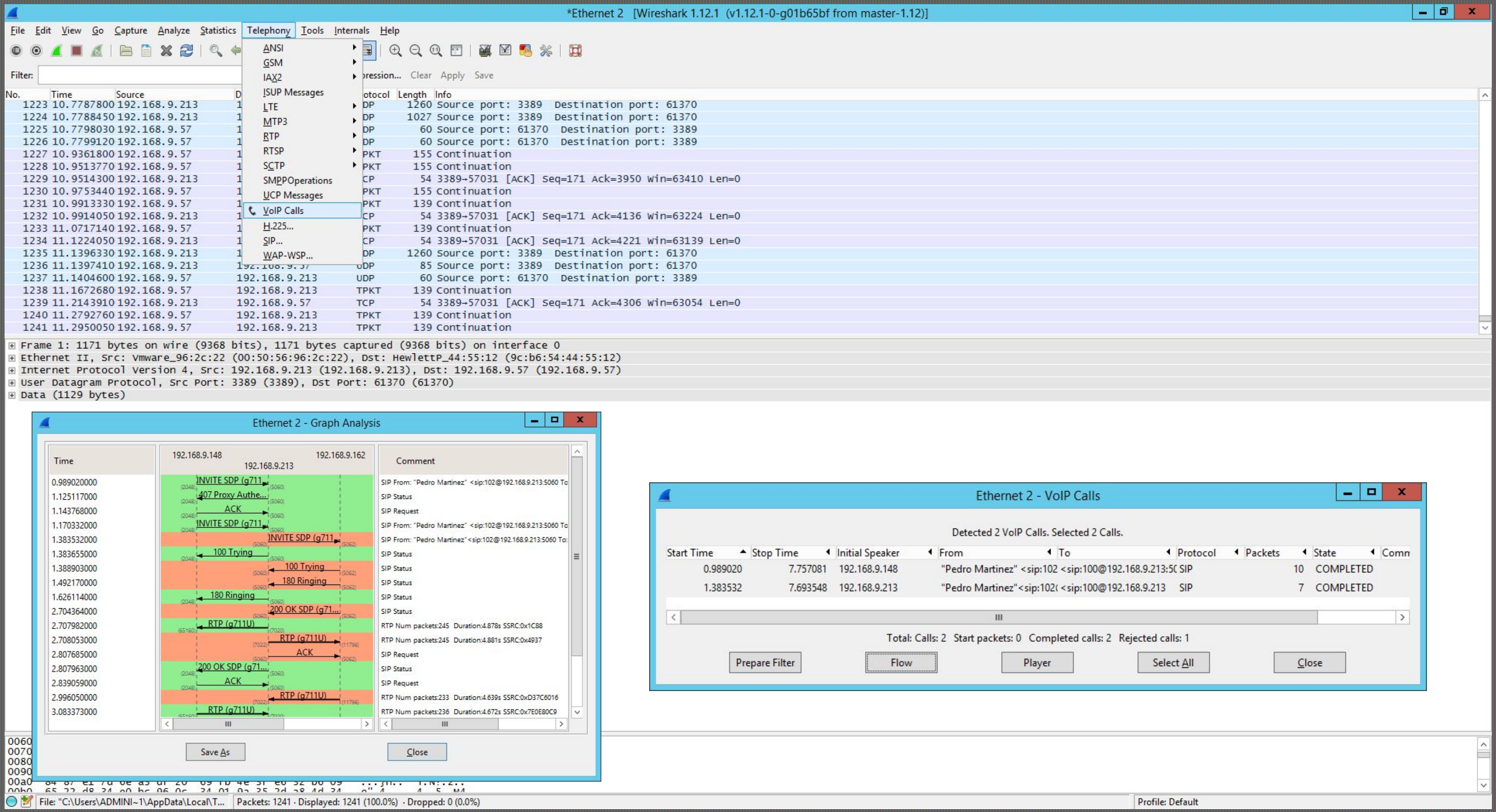
Self Help - WireShark

- Debug of Audio issue
- Debug of timing





Self Help - WireShark



- How to: www.3cx.com/blog/voip-howto/sip-traffic-capture

Ask for Help

- When?
  - After Reading Config Guides
    www.3cx.com/support
  - After Reading Admin Guide
    www.3cx.com/docs/manual
  - After Reading Tech Docs
    www.3cx.com/blog/category/docs

Help Requests

- Who?
  - Active NFR Partners
  - Customers with Support Agreement
- About?
  - Supported IP Phones (using default templates)
  - Supported VoIP Providers
  - 3CX products
- How?
  - Via Phone
  - Via Ticket System http://helpdesk.3cx.com

More Training Material at:
www.3CX.com/3CXAcademy

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