

## UCM63xx Troubleshooting Methods

Feedback Template (* item is optional)	
Device Model	Example: UCM6308
Version Info	Example: 1.0.19.10
Call Path/ Network Environment	Example: SIP/FXS phone -> UCM63xx -> SIP Trunk -> Network Provider
Problem Module	Example: FXS/FXO, SIP
Problem Overview	Example: When an FXS phone makes an outgoing call to the carrier through the SIP trunk, the calling party cannot hear the ringback tone.
Problem Descriptions	<ol style="list-style-type: none"> <li>1. Please list the test steps</li> <li>2. Please clarify the caller number and callee number</li> <li>3. The timestamp of the syslog, accurate to the minute (Example: 12:25 PM, April 12<sup>th</sup>, 2023)</li> <li>4. *Please provide a short video, GIF, and/or screenshots</li> </ol>
Reproducibility	Example: The problem can be reproduced 100% under the customer's test environment.
When the Problem Started Happening	Example: The problem happens after upgrading the device to x.x.x.x.
Capture Trace and Syslog	Ethernet captures and syslogs can be downloaded from the UCM6300's webUI.
Remote Access to Web UI, SSH Access, or GDMS Account + UCM Admin Password	<ul style="list-style-type: none"> <li>• If the customer needs to whitelist an IP address for remote troubleshooting, provide the public IP of the Grandstream office network: 112.17.109.184</li> <li>• GDMS allows the development team to log into the UCM63xx remotely and SSH through GDMS.</li> </ul>
* Backup File	When creating the backup, make sure that <b>CDR Records</b> is selected.
* Test Account	If applicable, provide UCM/service provider test accounts to allow Development Team reproduce and verify issues themselves.
* Customer UCM Operation Permission	Please confirm with the development team whether they can reboot the UCM or modify the UCM's configuration and, if so, the time frame in which it can be done.

<b>Troubleshooting Requirement Examples</b>	
<b>UCMRC Plan</b>	<ol style="list-style-type: none"> <li>1. Syslog: Enable CGI /TR069 / OTHER modules</li> <li>2. Ethernet capture</li> <li>3. If GDMS is involved, please provide the GDMS account credentials and the UCM web login credentials.</li> </ol>
<b>Call via Analog Port</b>	<ol style="list-style-type: none"> <li>1. ACIM Detection</li> <li>2. Syslog: Enable CHAN_DAHD / PJSIP / RTP / AVS modules</li> <li>3. Analog Recording Trace (<b>Signaling Troubleshooting</b>)</li> </ol>
<b>Call Release via Analog Port</b>	<ol style="list-style-type: none"> <li>1. PSTN Detection</li> <li>2. ACIM Detection</li> <li>3. Syslog: Enable CHAN_DAHD / PJSIP / RTP / AVS modules</li> <li>4. Analog Recording Trace (<b>Signaling Troubleshooting</b>)</li> </ol>
<b>Noise in Analog Calls</b>	<ol style="list-style-type: none"> <li>3. Analog Recording Trace (Signaling Troubleshooting interface)</li> <li>2. Confirm that the UCM is grounded.</li> <li>3. Provide remote access environment (SSH and UCM Web login credentials)</li> </ol>
<b>UCM65xx/GXW450x E1/T1/J1</b>	<ol style="list-style-type: none"> <li>1. Provide the correct trace based on the signaling used: PRI Signaling Trace, SS7 Signaling Trace, MFC/R2 Signaling Trace</li> <li>2. Syslog: Enable CHAN_DAHD / PJSIP / PBX modules</li> </ol>
<b>UCM63xx Call Media Related Problems</b>	<ol style="list-style-type: none"> <li>1. Syslog: Enable PJSIP/RTP/AVS modules</li> <li>2. Ethernet capture</li> <li>3. SRTP Key if TLS+SRTP/Wave calls are involved. Make sure that <b>Enable SRTP Debugging</b> is enabled.</li> </ol>
<b>UCM62xx/65xx Call Media Related Problems</b>	<ol style="list-style-type: none"> <li>1. Syslog: Enable PJSIP/RTP modules</li> <li>2. Ethernet capture</li> </ol>
<b>UCM63xx/UCM65xx/GXW450x Fax Related Problems</b>	<ol style="list-style-type: none"> <li>1. Syslog: Enable PBX / PJSIP / RTP / FAX / AVS_FAX /AVS modules. If FXS/FXO is involved, please also enable CHAN_DAHD.</li> <li>2. Ethernet capture</li> <li>3. Provide details about the network/call environment</li> </ol>
<b>“Failed to get data” – Configuration Modification Related Problems on Web UI</b>	<ol style="list-style-type: none"> <li>1. Syslog: Enable CGI module</li> <li>2. Provide SSH access to the UCM63xx. If the SSH access is unavailable, please provide the backup file (w/ <b>CDR Records</b>) and export the operation log.</li> </ol>

<b>Backup Problems</b>	<ol style="list-style-type: none"> <li>1. Syslog: Enable CGI / Other modules</li> <li>2. Provide SSH access to the UCM63xx.</li> </ol>
<b>CDRAPI Related Problems</b>	<ol style="list-style-type: none"> <li>1. Enable CGI module</li> <li>2. Provide SSH access to the UCM63xx. If the SSH access is unavailable, please provide the backup file (w/ <b>CDR Records</b>) and export the operation log.</li> </ol>
<b>Basic Call Problems</b>	<ol style="list-style-type: none"> <li>1. Syslog: Enable PJSIP/PBX/DIAL modules</li> <li>2. Ethernet capture</li> <li>3. Backup file (w/ <b>CDR Records</b>)</li> </ol>
<b>Switchboard / Operator Panel Related Problems</b>	<ol style="list-style-type: none"> <li>1. Syslog: Enable PBX / PBXMID modules.</li> <li>2. Provide the account credentials of the switchboard/operator panel administrator and the managed extension.</li> <li>3. Browser console log, which typically can be accessed by F12. Confirm that the <b>Console</b> tab is displayed. Click on the gear icon on the top right corner of the page to confirm that <b>Log XMLHttpRequests</b> is enabled. Export the log by right clicking anywhere on the log and clicking <b>Save as</b>.</li> <li>4. Provide details about the call itself and related configuration information.</li> </ol>
<b>CDR Related Problems</b>	<ol style="list-style-type: none"> <li>1. Syslog: Enable BRIDGE / LOCAL / CHANNEL / DIAL / CDR / PBX module. Additional logs may be requested based on the scenario.</li> <li>2. Provide SSH access to the UCM63xx. If the SSH access is unavailable, please provide the backup file (w/ <b>CDR Records</b>) and export the operation log.</li> </ol>
<b>Call Queue Related Problems</b>	<ol style="list-style-type: none"> <li>1. Syslog: Enable APP_QUEUE / LOG / PBXMID / CGI / PJSIP / PBX modules</li> <li>2. If the call queue statistics are abnormal, please provide SSH access or the backup file (w/ <b>Queue Statistics Report</b>). For call problems, please provide the caller number, the queue number, and the agent number.</li> </ol>
<b>Meeting Room Related Problems</b>	<ol style="list-style-type: none"> <li>1. If the meeting is a virtual meeting, please provide the following syslog: PBX / BRIDGE / PJSIP / OTHER / PBXMID.</li> </ol>

	<ol style="list-style-type: none"><li>2. If the meeting is an onsite meeting, please provide the following syslog: CGI / OTHER.</li><li>3. For scheduled meetings, please provide the meeting room number, meeting topic, or meeting ID.</li></ol>
<b>SCA Related Problems</b>	<ol style="list-style-type: none"><li>1. Syslog: Enable PJSIP / PBX / SCA modules</li><li>2. Ethernet capture</li></ol>
<b>CC Related Problems</b>	<ol style="list-style-type: none"><li>1. Syslog: Enable CC/ PJSIP / PBX modules</li><li>2. Ethernet capture</li></ol>