

How to get a Log from the DECT base

DECT base stations of the M-series (M300, M700, M900) log all activities into an in-memory log. Looking into the phone log is one of the first troubleshooting steps.

In order to log all the information, you need to increase the Syslog level; this can be easily configured through the Web User Interface (WUI):

Set Logs to DEBUG level:

1. Log into the web user interface of the base station.
2. Click on **Management** menu **Management**
3. In the Syslog/SIP Log section set the "Syslog Level" option to Debug

Syslog/SIP Log

Upload of SIP Log:	<input type="text" value="Disabled"/>
SIP Log Server Address:	<input type="text"/>
Syslog Level:	<input type="text" value="Debug"/>
Syslog Server IP Address:	<input type="text"/>
Syslog Server Port:	<input type="text" value="514"/>

4. Click on Save and Reboot button

<input type="button" value="Save and Reboot"/>	<input type="button" value="Save"/>
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In order to obtain the phone log you need to:

1. Log into the web user interface of the base station (WUI).
2. Click on **Syslog** menu

Syslog

3. Click the **Clear** button

<input type="button" value="Clear"/>	<input type="button" value="Reload"/>
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4. Reproduce the issue
5. Once the error occurs click on the **Reload** button

<input type="button" value="Clear"/>	<input type="button" value="Reload"/>
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6. Copy all the log messages into a **.txt** file

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loc3 .Debug 2017-01-31T11:51:18Z 173-[ MEDIAMGT: StreamActive AudioRouteCfm -> Pmid:00001, Rtplnst 0, Status 0. CodecSlotChange:
FALSE]
loc3 .Debug 2017-01-31T11:51:18Z 173-[ MEDIAMGT: RtpResetupCfm -> Pmid:00001, Rtplnst 0. CodecSlotChange: FALSE]
loc7 .Info 2017-01-31T11:51:20Z 173-[ DECT Audio active Pmid:00001]
loc7 .Debug 2017-01-31T11:51:22Z 173-[ HS: 0, Pmid:00001, CallId#44, User: 2010, Audio: Ok]
loc0 .Debug 2017-01-31T11:51:22Z 173-[ DECT:CC_RELEASE Pmid:00001, debug 08 00 00]
loc7 .Info 2017-01-31T11:51:22Z 173-[ Call Released user 2010]
loc5 .Not 2017-01-31T11:51:22Z 173-[ UATASK: Call Terminate sent UA#0 Dialog#8ec7bd]
loc0 .Debug 2017-01-31T11:51:22Z 173-[ DECT:MNCC_REJECT_REQ/MNCC_RELEASE_RES, close call Pmid:00001]
loc3 .Debug 2017-01-31T11:51:22Z 173-[ MEDIAMGT: StreamActive: ReleaseReq -> Pmid:00001, Rtplnst 0, Rtpld 3]
loc3 .Debug 2017-01-31T11:51:22Z 173-[ AUDIOCTRL: HandleRtpReleaseReq -> Pmid:00001, Rtpld 3]
loc3 .Debug 2017-01-31T11:51:22Z 173-[ AUDIOCTRL: Closed RTP Ch: 3 line: 3]
loc3 .Debug 2017-01-31T11:51:22Z 173-[ AUDIOCTRL: N_jid 3 Freed => 8 free N_jid('s). (Tot. used 0)]
loc3 .Debug 2017-01-31T11:51:22Z 173-[ AUDIOCTRL: RTP Stat: Pmid:00001 RTP Ch: 3 line: 3 Tx: 182 TxErr: 0 Tx Muted: 0, PlcPattern: 11 TxHandler:
182 RelayMuted: 0 RelayRx: 0 RelayTx: 0]
loc3 .Debug 2017-01-31T11:51:22Z 173-[ AUDIOCTRL: RtpSessionClose Rtpld: 3. RtpSessCount 0. Active Sock 19]
loc3 .Debug 2017-01-31T11:51:22Z 173-[ AUDIOCTRL: Adpcmlid 0 Freed => 8 free Adpcmlid('s)]
loc3 .Debug 2017-01-31T11:51:22Z 173-[ AUDIOCTRL: ConnectAudioSilence -> Pmid:00001. Adpcmlid: 0]
loc3 .Debug 2017-01-31T11:51:22Z 173-[ AUDIOCTRL: RTP port 50034 freed => 20(20) free port(s)]
loc3 .Debug 2017-01-31T11:51:22Z 173-[ AUDIOCTRL: 0 local rtp, 0 local relay inst and 0 remote relay inst (Tot: 0 (0x00000)). 0 G722 inst]
loc3 .Debug 2017-01-31T11:51:22Z 173-[ AUDIOCTRL: Rtpld 3 Freed => 8 free Rtpld('s). (Tot. used 0)]
loc3 .Debug 2017-01-31T11:51:22Z 173-[ AUDIOCTRL: RTP Ch: 3 Closed.]
loc0 .Debug 2017-01-31T11:51:22Z 173-[ FpCtrlResetHandler PR#7018 AC#1:0 RP#0 HR#0]
loc0 .Debug 2017-01-31T11:51:22Z 173-[ FpCtrlResetHandler TER AC#0:0 RP#0 HR#0]
loc5 .Warn 2017-01-31T11:51:22Z 173-[ UATASK: Decrement to ActiveCalls#0 for UA#0 UaRtxTask.c:3085]
loc5 .Not 2017-01-31T11:51:22Z 173-[ UATASK: Call Dealoc pCall#e2a9bb, Trid#19]
loc6 .Debug 2017-01-31T11:51:22Z 173-[ SYNCMGR: SendExtCallIns CallInstance#00000000 Fpldx#000 LockedFpldx#000 Extldx#0000]
loc0 .Debug 2017-01-31T11:51:22Z 173-[ DECT:FP_BEARER_RELEASE_IND Pmid:00001, debug 04 04 08]
loc7 .Info 2017-01-31T11:51:22Z 173-[ DECT MAC statistics: Pmid:00001 Typ:LA Res:3 Frames:542,0,0 Bho:0,0 Rssi:46]
loc0 .Debug 2017-01-31T11:51:22Z 173-[ DECT:FP_MAC_DIS_IND Pmid:00001 Fp:00, Reason 3, bMcel 0]
loc0 .Debug 2017-01-31T11:51:22Z 173-[ DECT:MAC_DIS_IND Pmid:00001 Fp:00 Cause:3]
loc0 .Debug 2017-01-31T11:51:22Z 173-[ DECT:LC_RELEASE_IND Pmid:00001]
loc0 .Debug 2017-01-31T11:51:22Z 173-[ DECT:DL_RELEASE_IND/CFM, clear call Pmid:00001]
loc3 .Debug 2017-01-31T11:51:22Z 173-[ MEDIAMGT: MAC connection disconnected -> Pmid:00001]
loc6 .Debug 2017-01-31T11:56:26Z 173-[ SYNCMGR: Track Ping Extldx#0000 Pmid:00001 State#1]
loc6 .Debug 2017-01-31T12:04:06Z 173-[ SYNCMGR: Track Ping Extldx#0001 Pmid:00002 State#1]
loc6 .Debug 2017-01-31T12:04:26Z 173-[ SYNCMGR: Track Call Activity Extldx#0000 Pmid:00001]
loc6 .Debug 2017-01-31T12:04:26Z 173-[ SYNCMGR: Track Call Activity Extldx#0001 Pmid:00002]
loc6 .Debug 2017-01-31T12:11:26Z 173-[ SYNCMGR: Track Ping Extldx#0000 Pmid:00001 State#1]

```

Clear

Reload



If one of our support agents requests a phone log, please always copy and paste the phone log into a text file and attach it to the ticket.

The internal phone log is stored into a buffer with limited size. In case your issue takes some time to be reproduced, you will need to setup a long term logging via a Syslog server.



Further Information

- [VoIP Essentials](#)
- [Visit the Snom Forum](#)
- [Open a support ticket](#)
- [Find a local partner](#)

Related articles

- [How can I trigger a settings sync on a DECT M300,M700,M900](#)
- [How to enter M300, M700, M900 - Web Interface](#)
- [How to factory reset the M300,M700,M900](#)
- [How to get a Log from the DECT base](#)
- [How to update M300,M700,M900 DECT Base Station](#)
- [How to use a Syslog Server with the DECT base M300,M700,M900](#)
- [Troubleshooting](#)

