

IP BOLD enhanced log file – why and how to make it?

We are here to support you and your customers.

Quite often the IP BOLD needs just a firmware upgrade.

Therefore before you ask for support, please check if you are using the latest firmware version in your IP BOLD. We try keeping the firmware up-to-date according to feedback from you and our other valuable customers.

Latest firmware for IP BOLD can be found here: <http://www.alphatechtechnologies.cz/en/firmware-update-ip-bold/>

How to upgrade the IP BOLD with the latest FW?

Here is a guide: http://www.alphatechtechnologies.cz/soubory_edit/Ke_stazeni_auto/EN/Manuals/IP-BOLD-firmware-upgrade.pdf

In some cases, the FW upgrade may not resolve the situation. Maybe because of a wrong setup of IP BOLD, it could be caused by an incorrect setup of the other party (IP PBX, SIP server, IP phone, etc.). When you are still facing some incompatibility issues or technical problems with IP BOLD even after FW upgrade, it is necessary to provide an enhanced log file from the IP BOLD doorphone and send it to us for further analysis.

The detailed enhanced log file will be analyzed by your SW engineers.

Why an enhanced log file, why not just the basic log? Some customers think the normal, standard log file is enough. The normal, basic log does not provide in-depth, detailed info on the communication between SIP based IP devices, i.e. between the IP BOLD doorphone and the other party.

To avoid confusions and wasted time, here is a guide how to make an enhanced log file from IP BOLD.

Detailed description of your setup scenario, what you have done, how, what's the problem, and of course the enhanced log file is to be sent to support@alphatechtechnologies.cz



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IP BOLD

- Current status
- Network setting
- Basic settings
- Extended settings
- Service
- Video camera


Status

Display name	IP DoorPhone
Firmware version	3.1.1
Buttons count	1
Keyboard connected	No
Camera connected	Yes
SD card size	
Card free space	
Customization	Alphatech Technologies
MAC address	00:56:34:00:00:14
Actual time	
Running time	0d 0h 0m
Setup via DHCP	No
IP address	192.168.1.250
Network mask	255.255.0.0
Network gateway	
DNS server	
SIP mode	Peer-to-peer
Registration status	
SIP server	
Call active	No
Call duration	0:00
Calls count	0
Calls missed	0

1. click on "Service"





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IP BOLD

Current status	<h2>Restart</h2> <p>Press button bellow for immediate device restart.</p> <p><input type="button" value="Restart"/></p>
Network setting	
Basic settings	
Extended settings	
Service	
Restart	
Configuration	
Style and language	
Firmware upgrade	
Logfile	
License	
User acoustic tones	
Video camera	

2. click on "Logfile"

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 - Restart
 - Configuration
 - Style and language
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 - Logfile**
 - License
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Logfile

Start enhanced log:
Download log file:
Show call log: [Show in new window](#)
Syslog server:





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IP BOLD

Current status	<h3>Logfile</h3> <p>Stop enhanced log: <input type="button" value="Stop"/></p> <p>Download log file: <input type="button" value="Make"/></p> <p>Show call log: Show in new window</p> <p>Syslog server: <input type="text"/> <input type="button" value="Save"/></p> <p>4. Make one outgoing call from IP BOLD to the other party, make one incoming call from the other party to IP BOLD. At least try making one outgoing and one incoming call from and to the IP BOLD.</p>
Network setting	
Basic settings	
Extended settings	
Service	
Restart	
Configuration	
Style and language	
Firmware upgrade	
Logfile	
License	
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Video camera	

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IP BOLD

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 - License
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Logfile

Stop enhanced log: **5. Click on "Stop"**

Download log file:


Show call log: [Show in new window](#)

Syslog server:

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IP BOLD

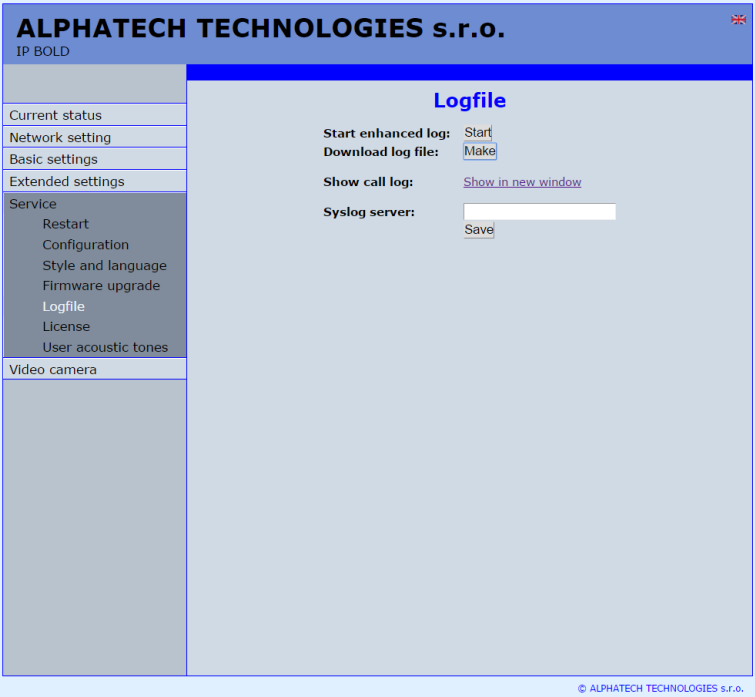
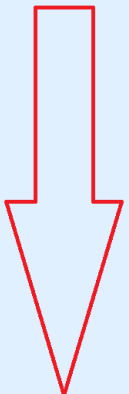
Current status	<h3>Logfile</h3> <p>Start enhanced log: <input type="button" value="Start"/></p> <p>Download log file: <input type="button" value="Make"/> 6. Click on "Make"</p> <p>Show call log: Show in new window</p> <p>Syslog server: <input type="text"/> <input type="button" value="Save"/></p>
Network setting	
Basic settings	
Extended settings	
Service	
Restart	
Configuration	
Style and language	
Firmware upgrade	
License	
User acoustic tones	
Video camera	

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7. save the enhanced version of the log file to your PC



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IP BOLD

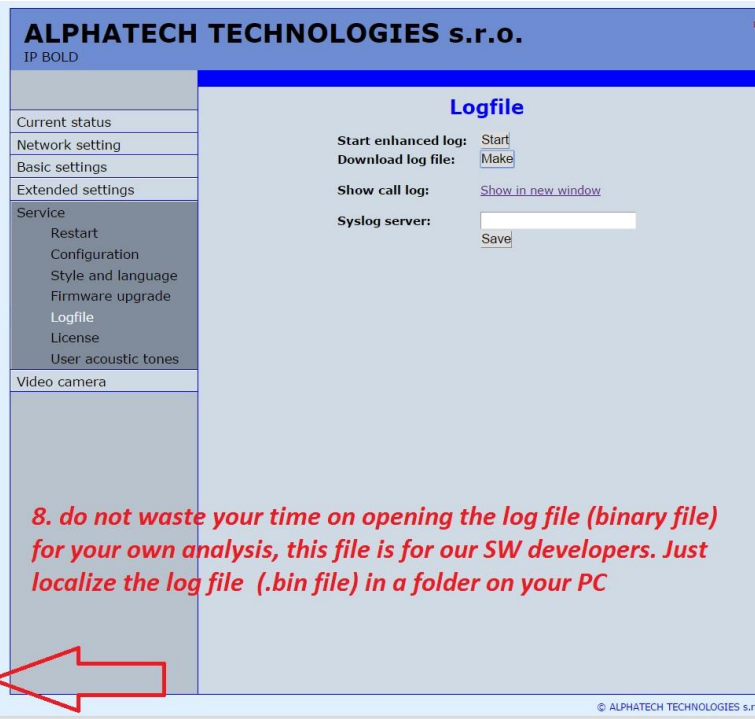

Logfile

Start enhanced log: Start
Download log file: Make
Show call log: Show in new window
Syslog server: Save

logfile (14).bin

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8. do not waste your time on opening the log file (binary file) for your own analysis, this file is for our SW developers. Just localize the log file (.bin file) in a folder on your PC



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IP BOLD

Logfile

Start enhanced log: Start
Download log file: Make
Show call log: Show in new window
Syslog server: Save

Otevřít
Vždy otevírat soubory tohoto typu
Zobrazit ve složce
Zrušit

logfile (14).bin

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9. typically you will find the file in a folder of downloads

Logfile

Start enhanced log: Start
Download log file: Make

The screenshot shows a Windows Explorer window with the address bar path: Počítač > Windows7_OS (C:) > Users > Černoušek > Stažené soubory. The main pane displays a list of files named logfile (1).bin through logfile (14).bin. A red oval highlights the address bar path, and a red arrow points to the logfile (14).bin file. A red text overlay reads: "10. send the log file to support@alphatechtechnologies.cz, also describe your issues/problems you are facing, so we can focus on your issue from the beginning."

Název položky	Datum změny	Typ
logfile (1).bin	1.6.2015 22:20	Soubor BI
logfile (2).bin	12.6.2015 12:47	Soubor BI
logfile (3).bin	28.10.2015 7:45	Soubor BI
logfile (4).bin	28.10.2015 7:45	Soubor BI
logfile (5).bin	29.10.2015 7:22	Soubor BI
logfile (6).bin	29.10.2015 8:18	Soubor BI
logfile (7).bin	5.11.2015 21:42	Soubor BI
logfile (8).bin	5.11.2015 21:42	Soubor BI
logfile (9).bin	5.11.2015 21:42	Soubor BI
logfile (10).bin	5.11.2015 21:59	Soubor BI
logfile (11).bin	5.11.2015 22:06	Soubor BI
logfile (12).bin	7.11.2015 22:49	Soubor BI
logfile (13).bin	18.11.2015 14:31	Soubor BI
logfile (14).bin	18.11.2015 14:32	Soubor BI