
SIP Trunk2 List Screen Warning Log Display Function Manual

Ver1.0.2 2017/11/21 – Updates on concurrent call limit warning log screen were added.
– Updates related to 30 minutes display time of warning log were also added.
Ver1.0.0 2017/08/24 – Initial release version of this manual.

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1. Warning log display function

The **warning log display function** is a feature use to display a warning log related to SIP Trunk 2 unique occurred in the circle on the “SIP Trunk 2 list” screen which can be used by customer for troubleshooting.

Details about the warning log can be seen by clicking on the warning log link.

【Example】

SIP Trunk2 List

SIP Trunk2 List [Channel Restriction Alert Logs](#) [Blocked IP address Logs](#) [Other Alert Logs](#)

[Last Error Information]

※ If restriction alert occurs frequently, please change channel assignment or purchase additional channel.

- ▲ 2017-08-18 11:31:32 JST -- [UID: 0090000001] -- Channel limit exceeded.
- ▲ 2017-08-18 13:30:33 JST -- [UID: 0090000002] -- 192.168.236.81 IP address has been blocked.
- ▲ 2017-08-18 10:38:01 JST -- [UID: 0090000002] -- REGISTER or INVITE authentication failed because authentication password is incorrect.

[Trunk Unique]

Terminate <input type="checkbox"/>	Cancel Termination <input type="checkbox"/>	Detail	Unique▲▼	Status ?	Name▲▼	Multiple call count▲▼
<input type="checkbox"/>	<input type="checkbox"/>		0090000001		AsteriskBox-1	1
<input type="checkbox"/>	<input type="checkbox"/>		0090000002		AsteriskBox-2	1

2. Warning log display on “SIP Trunk 2 list” screen

【Example display when there are no warning logs】

SIP Trunk2 List

SIP Trunk2 List [Channel Restriction Alert Logs](#) [Blocked IP address Logs](#) [Other Alert Logs](#)

[Trunk Unique]

Terminate <input type="checkbox"/>	Cancel Termination <input type="checkbox"/>	Detail	Unique▲▼	Status ?	Name▲▼	Multiple call count▲▼
<input type="checkbox"/>	<input type="checkbox"/>		0090000022			1
<input type="checkbox"/>	<input type="checkbox"/>		0090000023			1

【Example display when there are warning logs】

SIP Trunk2 List

SIP Trunk2 List [Channel Restriction Alert Logs](#) [Blocked IP address Logs](#) [Other Alert Logs](#)

[Last Error Information]

※ If restriction alert occurs frequently, please change channel assignment or purchase additional channel.

▲ 2017-08-18 11:31:32 JST -- [UID: 0090000001] -- Channel limit exceeded.

▲ 2017-08-18 13:30:33 JST -- [UID: 0090000002] -- 192.168.236.81 IP address has been blocked.

▲ 2017-08-18 10:38:01 JST -- [UID: 0090000002] -- REGISTER or INVITE authentication failed because authentication password is incorrect.

[Trunk Unique]

Terminate <input type="checkbox"/>	Cancel Termination <input type="checkbox"/>	Detail	Unique▲▼	Status ?	Name▲▼	Multiple call count▲▼
<input type="checkbox"/>	<input type="checkbox"/>		0090000001		AsteriskBox-1	1
<input type="checkbox"/>	<input type="checkbox"/>		0090000002		AsteriskBox-2	1

※ Warning logs that occurred 30 minutes ago are displayed.

※ Past warning logs (three months) can still be seen using a separate screen or page. Details will be discussed in a subsequent section.

3. Details of warning log on “SIP Trunk 2 list” screen

【Description of warning log screen】



[Trunk Unique]

Terminate	Cancel Termination	Detail	Unique▲▼	Status	Name▲▼	Multiple call count▲▼
<input type="checkbox"/>	<input type="checkbox"/>		0090000001		AsteriskBox-1	1
<input type="checkbox"/>	<input type="checkbox"/>		0090000002		AsteriskBox-2	1

- ① Warning logs that occurred 30 minutes ago are displayed.
- ② This link will redirect you to “Channel Restriction Alert Logs” page which displays warning logs related to exceeding the limit of simultaneous call of a SIP Trunk2 unique.
- ③ This link will redirect you to “Blocked IP Address Logs” page which displays warning logs related to IP addresses which were blocked by our system.
- ④ This link will redirect you to “Other Alert Logs” page which displays warning logs such as authentication failure, blocking of call by outgoing/incoming call restriction, blocking invalid phone number format, etc.

【Types of errors displayed】

- A. Simultaneous call limit warning log
 - This warning is displayed when the number of simultaneous calls set for SIP Trunk 2 unique ID is exceeded.
 - ※ Also this warning message is displayed as a notification that a simultaneous call limit warning has occurred, it does not necessarily means that the error/warning is continuing.
- B. Blocked IP address warning log
 - This warning is displayed when an IP address is blocked by our system.
 - ※ When our system unblocks the IP address, this warning log will automatically disappear.
- C. Other warning log
 - This warning is displayed due to authentication failure, blocking of call by outgoing/incoming call restriction, blocking invalid phone number format, etc.
 - ※ Also this warning message is displayed as a notification that some problems or failure has occurred, it does not necessarily means that the error/warning is continuing.

4. “Concurrent call limit warning log” screen

Channel Restriction Alert Logs [SIP Trunk2 List]

[SIP Trunk2 List](#) [Channel Restriction Alert Logs](#) [Blocked IP address Logs](#) [Other Alert Logs](#)

Display From: 2017 - Nov - 15 **①**

Display To: 2017 - Nov - 15 **①**

Unique: -- All -- **②**

Source Number: **③**

Receiver Number: **④**

⑤

⑥ **⑦** **⑧** **⑨** **⑩** **⑪** **⑫** **⑬** **⑭**

Detail	Date	Source Number	Receiver Number	Unique	Max Channel	Failed Reason	Solution	Call-ID
⑥	⑦ 2017-11-15 19:46:41 JST	⑧ 0302050000	⑨ 0302190000	⑩ 0090000001	⑪ 2	⑫ Exceeded allowed outbound call. Current Outbound:2 Allowed Outbound:1	⑬ ?	⑭ 7935d6f2572075e15f658ab571c8be17@203.0.113.72:5060
⑥	⑦ 2017-11-15 17:12:28 JST	⑧ 0302050000	⑨ 0302190000	⑩ 0090000001	⑪ 1	⑫ Exceeded channel limit. Current Outbound:2 Current Inbound:0	⑬ ?	⑭ 120b2de13d0decd55f4153a2323ff509@203.0.113.72:5060

Channel Restriction Alert Logs [SIP Trunk2 List]

[SIP Trunk2 List](#) [Channel Restriction Alert Logs](#) [Blocked IP address Logs](#) [Other Alert Logs](#)

Display From: 2017 - Nov - 15

Display To: 2017 - Nov - 15

Log Details

Date: 2017-11-15 19:46:41 JST

Source Number: 0302050000

Receiver Number: 0302190000

Unique: 0090000001

Max Channel: 2

Failed Reason: **Exceeded allowed outbound call.**
Current Outbound:2
Allowed Outbound:1

Solution: Please check the outbound channel reservation settings of this unique on "SIP Trunk 2 List - Details" screen.

Call-ID: 7935d6f2572075e15f658ab571c8be17@203.0.113.72:5060

【Search condition】

- ① Specify the coverage period for searching for warning logs.
- ② Specify the SIP Trunk2 unique ID from the pull-down menu.
- ③ Specify the number of the caller.
- ④ Specify the number of the called party or destination number.
- ⑤ ①~④ After specifying the search criteria, press this button to start the search.
※ ③~④ There is no problem even if it is blank.
- ⑥ By clicking this button **⑥**, a dialog box will appear that will allow you to view and copy the details of the selected warning log.
- ⑦ It is the date and time when the warning occurred.
- ⑧ This is the caller's phone number when the warning occurred.
- ⑨ Destination phone number when the warning occurred.
- ⑩ This is the affected unique ID when the warning occurred.
- ⑪ This is the number of simultaneous calls assigned for the target Unique ID.
- ⑫ The reason why the warning log occurred.
- ⑬ By pointing the mouse cursor above the icon **⑬**, a possible solution to the warning is displayed.
- ⑭ The value of the Call-ID header included in the SIP message at the time when the warning has occurred.

5. “Blocked IP address warning log” screen

Blocked IP address Logs [SIP Trunk2 List]

[SIP Trunk2 List](#) [Channel Restriction Alert Logs](#) **Blocked IP address Logs** [Other Alert Logs](#)

Display From: 2017 - Aug - 15 ①

Display To: 2017 - Aug - 22 ①

Unique: -- All -- ②

Source IP Address: ③

④

⑤ ⑥ ⑦ ⑧

Date	Unique	Source IP Address	Status
2017-08-18 13:30:33 JST	0090000002	192.168.236.81	Forbidden

【Search condition】

- ① Specify the coverage period for searching for warning logs.
- ② Specify the SIP Trunk2 Unique ID from the pull-down menu.
- ③ Specify the source IP address.
- ④ ①~③ After specifying the search criteria, press this button to start the search.
※③ There is no problem even if it is blank.
- ⑤ It is the date and time when the warning occurred.
- ⑥ This is the affected unique ID when the warning occurred.
- ⑦ This is the blocked IP address.
- ⑧ The current state of the blocked IP address.
※If the IP address blocking is released, the status will be “allowed”.

6. “Other warning log” screen

Other Alert Logs [SIP Trunk2 List]

SIP Trunk2 List Channel Restriction Alert Logs Blocked IP address Logs Other Alert Logs

Display From 2017 - Aug - 15 **①**

Display To 2017 - Aug - 24 **②**

Unique -- All -- **③**

Source IP Address **④**

Failed Reason -- All -- **⑤**

⑥ **⑦** Prev Page **⑧** **⑨** **⑩** 1 2 **⑪** **⑫** **⑬** Next Page **⑭**

Detail	Date	Unique	Source Number	Receiver Number	Source IP Address	Failed Reason	Solution	Call-ID
⑥	2017-08-18 10:38:01 JST	0090000002	0302010000	0302130000	192.168.236.81	REGISTER or INVITE authentication failed because authentication password is incorrect.	⑬	1-2900@192.168.236.81
⑦	2017-08-15 10:41:57 JST	0090000001	0302010000	0100302130000	192.168.236.81	Outgoing call failed because outgoing calls to phone numbers are not allowed due to outgoing call restrictions.	⑬	7b87a0af3a350ede647ea22326e31dbb@192.168.236.81:5060

Other Alert Logs [SIP Trunk2 List]

SIP Trunk2 List Channel Restriction Alert Logs Blocked IP address Logs Other Alert Logs

Display From 2017 - Aug - 15

Display To

Unique

Source IP

Failed Reason

Log Details

Date: 2017-08-18 10:38:01 JST

Unique: 0090000002

Source Number: 0302010000

Receiver Number: 0302130000

Source IP Address: 192.168.236.81

Failed Reason: REGISTER or INVITE authentication failed because authentication password is incorrect.

Solution: Please confirm the terminal password on the unique "SIP trunk 2 list - details" screen.

Call-ID: 1-2900@192.168.236.81

Next Page

Solution Call-ID

1-2900@192.168.236.81

7b87a0af3a350ede647ea22326e31dbb@192.168.236.81:5060

Ok

- ① Specify the coverage period for searching for warning logs.
- ② Specify the SIP Trunk2 Unique ID from the pull-down menu.
- ③ Specify the source IP address.
- ④ Specify the reason for the failure from the pull-down menu.
- ⑤ ①~④ After specifying the search criteria, press this button to start the search.
- ※③ There is no problem even if it is blank.
- ⑥ By clicking this button **⑥**, a dialog box will appear that will allow you to view and copy the details of the selected warning log.
- ⑦ It is the date and time when the warning occurred.
- ⑧ This is the affected unique ID when the warning occurred.
- ⑨ This is the caller's phone number when the warning occurred.
※ Depending on "reason for failure" it may be blank.
- ⑩ Destination phone number when the warning occurred.
※ Depending on "reason for failure" it may be blank.
- ⑪ Source IP address from which the warning log occurred.
- ⑫ The reason why the warning log occurred.
- ⑬ By pointing the mouse cursor above the icon **⑬**, a possible solution to the warning is displayed.
- ⑭ The value of the Call-ID header included in the SIP message at the time when the warning has occurred.