Preparing an error report

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If you found some error in WCS operation and this error can be reliably reproduced on your server, you can prepare an error report as described below:

Collect debug logs and traffic dump

1. Enable logging of debug information by adding to the /usr/local/FlashphonerWebCallServer/conf/flashphoner.properties settings file this line:

```
client_log_level=DEBUG
```

2. Restart WCS with the command:

```
sudo systemctl restart webcallserver
```

3. Run traffic pcap-dump using the command

```
sudo tcpdump -i any -s 0 -B 10240 -w log.pcap
```

4. Reproduce the error you experience

5. Stop traffic dumping by pressing Ctrl+C in the window of the temrinal where tcpdump was started.

Getting logs manually

1. Go to the location of the today's logs, for example

```
cd /usr/local/FlashphonerWebCallServer/logs/client_logs/2018-04-19
```

2. List all logs to the screen and sort by the modified date

```
ls -lt
```

Sample result:

```
13i19gto2ob34utrfs6v2er1it-11-11-11
 client-13i19gto2ob34utrfs6v2er1it-2018.04.19.12.16.08-1524118568678.report
 flashphoner.log
7g2hq7ah5sda3r108917v15k4c-11-10-46
 client-7g2hq7ah5sda3r108917v15k4c-2018.04.19.12.16.07-1524118567482.report
 flashphoner.log
 flashphoner.log.2018-04-19-11
```

Here
13i19gto2ob34utrfs6v2er1it-11-11-11 - is a directory containing the debug log for the first client connection
7g2hq7ah5sda3r108917v15k4c-11-10-46 - is a directory containing the debug log for the second client connection

Getting logs with report.sh script

Since build5.2.241, it is possible to get collected logs with the following commands

```
cd /usr/local/FlashphonerWebCallServer/tools
sudo ./report.sh --sysinfo --conf --tar
```

Script gets current logs and displays the result:

```
Scheduled report:

* logs
* netstat
* lsof
* pmap
* jstack
* sysinfo
* conf
* tar

Progress:

[DONE] logs
[DONE] netstat
[DONE] lsof
[DONE] pmap
[DONE] jstack
[DONE] sysinfo
[DONE] conf
[DONE] tar
Report complete in 15 seconds. Check /usr/local/FlashphonerWebCallServer/report/report-2019-07-17-10-28-35
```

In this example, collected logs archive is here:

```
/usr/local/FlashphonerWebCallServer/report/report-2019-07-17-10-28-35.tar.gz
```

WCS statistics collection

Since build5.2.967, WCS statistics data may be included to the report:

```
cd /usr/local/FlashphonerWebCallServer/tools
sudo ./report.sh --sysinfo --conf --stats --tar
```

Preparing an error report

An error report must include:

- Debug logs
- File /usr/local/FlashphonerWebCallServer/logs/server_logs/flashphoner.log
- Directory /usr/local/FlashphonerWebCallServer/conf
- The result of executing the ifconfig command on your server
- The result of executing the iptables -L command on your server

or report.sh execution result archive.

An error report must also include traffic dump collected

Sending the report

Send the error report to the e-mail address of the technical support: support@flashphoner.com. If you have created a topic on the Flashphoner technical support forum, include the link to this topic to the e-mail.