

# Preparing an error report

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

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:

```
service webcallserver restart
```

3. Run traffic pcap-dump using the command

```
tcpdump -i any -s 4096 -w log.pcap
```

4. Reproduce the error you experience

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

6. Find debug logs. To do this:

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

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

6.2 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

## Preparing an error report

An error report must include:

1. Debug logs (including log.pcap)
2. File /usr/local/FlashphonerWebCallServer/logs/server\_logs/flashphoner.log
3. File /usr/local/FlashphonerWebCallServer/logs/server\_logs/flashphoner\_manager.log
4. Directory /usr/local/FlashphonerWebCallServer/conf
5. The result of executing the ifconfig command on your server

## Sending the report

Send the error report to the e-mail address of the technical support: [support@flashphoner.com](mailto: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.