

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 and traffic dump

1. Enable debug information logging by adding the following parameter to the `/usr/local/FlashphonerWebCallServer/conf/flashphoner.properties` file:

```
client_log_level=DEBUG
```

2. Restart WCS with the command:

```
sudo systemctl restart webcallserver
```

3. Run traffic dump collection using the command

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

4. Reproduce the issue you experience
5. Stop traffic dumping by pressing Ctrl+C in the terminal window where `tcpdump` was started.

Getting logs with report.sh script (preferable)

Since build [5.2.241](#), 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 build [5.2.967](#), [WCS statistics data](#) may be included to the report:

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

Getting logs manually

If WCS is not running, the `report.sh` script will not work. In this case, you should collect logs manually by finding and copying:

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

3. `13i19gto2ob34utrfs6v2er1it-11-11-11` is a directory containing the debug log for the first client connection
4. `7g2hq7ah5sda3r108917v15k4c-11-10-46` is a directory containing the debug log for the second client connection

Preparing an error report archive

An error report archive must include:

1. If the report was collected by [report.sh script](#):
2. `report.sh` execution result archive
3. the [traffic dump](#)
4. If the report was collected manually:
5. Debug logs
6. File `/usr/local/FlashphonerWebCallServer/logs/server_logs/flashphoner.log`
7. Directory `/usr/local/FlashphonerWebCallServer/conf`
8. The result of executing the `ifconfig` command on your server
9. The result of executing the `iptables -L` command on your server
10. the [traffic dump](#)

Sending the report

The report archive should be sent to the [technical support](#). If the archive size exceeds 30 M, place the archive to a public cloud drive and send the link.