

Logging

Single most important tip for troubleshooting is inspect log files.

You'll find all the log files in

```
/var/log/sipxpbx
```

To change the logging level, log into web ui, assuming you can access the web ui, and navigate menu to System/General and you should see something like the following UI (there may be different components depending on how your system is installed and the version you are running)

General

[SIP Parameters](#)
[Voice Mail](#)
[Call Pickup](#)
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[Logging](#)
[Call Detail Records \(CDRs\)](#)

Authorization Proxy Log Level	NOTICE	(Default: NOTICE)
Proxy Log Level	INFO	(Default: NOTICE)
Registrar Log Level	NOTICE	(Default: NOTICE)
Park Server Log Level	NOTICE	(Default: NOTICE)
Status Server Log Level	NOTICE	(Default: NOTICE)
Presence Server Log Level	DEBUG	(Default: NOTICE)

Apply Cancel

Setting the log level for a component to INFO will record all the SIP messages it sends and receives in the log. The DEBUG level is very verbose, and mostly of interest to software developers; INFO is sufficient for debugging most configuration problems.