

General FAQ

General questions related to SIPFoundry can be found in this FAQ

- **How do I report a bug?**

Report a bug in sipXcom by logging into JIRA which can be found at the Adlassian JIRA based [Issue Tracker](#) on the sipXcom.org website.

- **My server's access to the Internet is via a proxy. Yum seems to be broken and I can't update my server. Is there a workaround?**

In the file `/etc/yum.conf` add: `"proxy=http://server.address:8080"` or whatever port your Proxy has opened.

- **How can I tell how much disk space is being used in Voicemail by Extension**

While there isn't a tool within sipXecs for showing the size or number of voicemails on the system by extension, there are some Linux commands that will show you how much space is used in each folder in the mail store. Run from Putty - `du /var/sipxdata/mediaserver/data/mailstore -k |sort -nr |more`

This will give you a list of file sizes, largest from top, allowing you to find extensions and directories that need attention.

- **Is there a method to do a Packet Capture on the sipXcom server?**

If needing a SIP packet capture you can use the Homer on the system which is now a part of 4.6. However, sometimes you want more than sip, and you need a tool that can capture more. The tool `tcpdump` can capture packets from any interface you select, and display them on the screen or write to a file, or perform many other options.

From the Command Line - run `"yum install tcpdump"`

After installed, run `tcpdump -w 0001.pcap -i eth0` The command is basically saying run `tcpdump -w` (write to file) `0001.pcap -i` (interface) `eth0`.

An internet search for `tcpdump` will find lots of documentation for other tasks you can perform on the system using `tcpdump`.

- **Is there a method to keep the web interface from timing out (Contributed by George Niculae)**

Alter the WEB-INF/web.xml file within `/usr/share/java/sipXconfig/sipxconfig.war`. Source Code looks like this -

```
<session-config>
<session-timeout>15</session-timeout>
</session-config>
```

Change to look like this -

```
<session-config>
<session-timeout>-1</session-timeout>
</session-config>
```

Restart `sipxconfig`

- **Admin and User Portal keep prompting to login or items not displaying properly**

Some browsers are disallowing self-signed certificates (IE and Chrome). Try using FireFox and adding in the self signed certificate as trusted to get by. Then get a certificate added as soon as possible. See: [Certificates](#)

- **I'd like to customize some of the voice prompts used in the Auto Attendant itself**

The actual recordings can be found at `/usr/share/freeswitch/sounds/en/callee/ivr/8000` there are directories for 8000 16000 etc. depending on which you use.

you can simply record the replacement recording as a voicemail and copy it to this folder. Be sure to update the properties to match the file you are replacing.

- **I need to give an end user access to the Auto Attendant recordings and options but don't want to give them Administrative rights to the entire system**

In 2015, the Personal Auto Attendant for each extension was enhanced with a feature that allows you to disable the ability to leave a message. IF you disable the ability to leave a message, and use the options in the Personal Auto Attendant, it effectively operates like an auto attendant, minus a few features like schedule, etc. You can assign it as a new extension, and you could give it a name rather than numeric extension number, and give them access to that extension for their auto attendant, giving them full access to that particular extension only. You could get creative and use the schedule for the extension to forward directly to the voicemail during required time of day with the schedule, and forward to other scenarios at different times. This addition really changes how you can use these extensions with voicemail.

- **My Phone power up, but don't seem to find their configuration to boot up correctly. Sometimes Intermittently**

Option 66 is used in DHCP to point the phones to your provisioning server - SIPXCOM. Download this little tool <http://files.thecybershadow.net/dhcptest/> This link is for a windoze computer. run it and press d at the prompt. Look for Option 66 and confirm it is for the correct address for your sipXcom server. Run it several times, sometimes you will find someone has put an access point or some other device on the network that is creating a race condition between it and your sipXcom server.