

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

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[Call Detail Records \(CDRs\)](#)

Authorization Proxy Log Level	NOTICE	(Default: NOTICE)
	Authorization and permission handling.	
Proxy Log Level	INFO	(Default: NOTICE)
	Dispatching of SIP traffic.	
Registrar Log Level	NOTICE	(Default: NOTICE)
	Handling of phones registering for calls.	
Park Server Log Level	NOTICE	(Default: NOTICE)
	Handling of calls getting parked and picked up.	
Status Server Log Level	NOTICE	(Default: NOTICE)
	Handling of SUBSCRIBE/NOTIFY messages for voicemail notification control (MWI)	
Presence Server Log Level	DEBUG	(Default: NOTICE)
	Monitoring presence events.	

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.