



System Log Setup
(3G21WB)

System Log

The system log provides a way to check for problems or provide more information about your issue when requested by Technical Support.

There are varying levels of information available to be displayed, however, this guide will only take you through the process of enabling "debug" mode. This means the maximum amount of information possible will be displayed.



As this information is cleared when the modem / router / VOIP ATA reboots, we recommend using a "**Syslog Utility**" (for example: [Kiwi Syslog](#)).

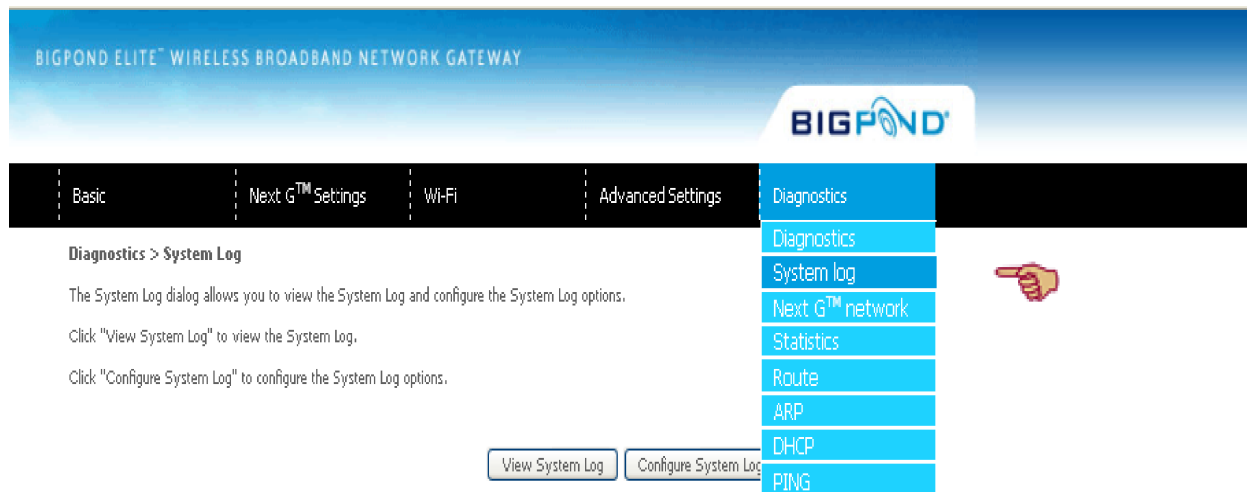
This software is able to receive the log information from the modem and save it. *

* - If supported by your model of modem / router.

System Log Setup

This guide will take you through the steps required to enable your system log.

1. Navigate to <http://10.0.0.138> in a web browser.
2. Enter '**admin**' for both the username and password and click Ok.
3. Mouse over the **Diagnostics** menu and select the **System Log** option.



4. Select the **Configure System Log** button.

Diagnostics > System Log > Configuration

If the log mode is enabled, the system will begin to log all the selected events. For the Log Level, all events above or equal to the selected level will be logged. For the Display Level, all logged events above or equal to the selected level will be displayed. If the selected mode is 'Remote' or 'Both,' events will be sent to the specified IP address and UDP port of the remote syslog server. If the selected mode is 'Local' or 'Both,' events will be recorded in the local memory.

Select the desired values and click 'Apply/Save' to configure the system log options.

Log: Disable Enable

Log Level:

Display Level:

Mode:

5. Set the **Log** option to Enable.
6. Set the **Log** level to the desired option – debugging level means the maximum amount of information possible will be logged.
7. Set the **Display** level to the desired option - the debugging level provides the maximum amount of information possible to be displayed.
8. Set the **Mode** – local, remote or both. In local mode the logs will be displayed in local memory. In remote mode the system log data will be sent to the IP address specified.
9. Press **Apply/Save**.
10. Press the **Back** button and select the **View System Log** button.

The system log output will display as the screen shot below demonstrates.

System Log

Date/Time	Facility	Severity	Message
Jan 1 01:56:26	user	crit	kernel: eth0 Link DOWN.
Jan 1 01:56:28	user	crit	kernel: eth0 Link UP 100 mbps full duplex

11. Press the **Refresh** button to update the log output or select the **'Download to a File'** button to save the output as a configuration (.conf) file.

To enable remote logging, please continue to the next page.

Enabling Remote System Logging

1. Set "Mode:" to either "Remote" or "Both". (both enables you to also view the system log as per the instructions above)

The screenshot shows the configuration page for the system log on a BigPond Elite Wireless Broadband Network Gateway. The page title is "BIGPOND ELITE WIRELESS BROADBAND NETWORK GATEWAY" and the BigPond logo is visible. The navigation menu includes Basic, Next G™ Settings, Wi-Fi, Advanced Settings, and Diagnostics. The current page is "Diagnostics > System Log > Configuration".

Instructions: "If the log mode is enabled, the system will begin to log all the selected events. For the Log Level, all events above or equal to the selected level will be logged. For the Display Level, all logged events above or equal to the selected level will be displayed. If the selected mode is 'Remote' or 'Both,' events will be sent to the specified IP address and UDP port of the remote syslog server. If the selected mode is 'Local' or 'Both,' events will be recorded in the local memory." "Select the desired values and click 'Apply/Save' to configure the system log options."

Log: Disable Enable

Log Level:

Display Level:

Mode:

Server IP Address:

Server UDP Port:

Buttons: Back, Apply/Save

2. Enter the IP address of the computer you are running your Syslog Utility software on. You cannot leave this field set to the default of 0.0.0.0.
3. The default Server UDP port is 514. Change this if required.
4. Click "Apply".

Your Syslog Utility software should now be able receive logging information from your modem / router / VOIP ATA.

For assistance with configuring the Syslog Utility software, please contact the software manufacturers.