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## **System Log Setup**

(NB6PLUS4Wn)

## **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

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

1. Open your web browser and go to the address <http://192.168.1.1>, using **admin** as the username and password.
2. Click on "**Management**" from the menu at the top of the page.
3. Click on "**System Log**" from the menu on the lefthandside.
4. Set "**Log**" to "**Enabled**"

The screenshot shows the NetComm web interface. At the top, there is a navigation bar with the NetComm logo and menu items: Quick Start, Status, Advanced, Wireless, and Management. A language dropdown menu is set to English. On the left side, there is a vertical menu with the following items: Diagnostics, Management, Accounts, Management Control, TR-069 Client, Internet Time, System Log, SNMP, Backup Config, Update Firmware, and Reset Router. The main content area is titled "System Log Configuration" and contains the following text: "This dialog allows you to configure System Log settings. All events greater than or equal to the selected level will be logged or displayed. If the selected mode is 'Remote' or 'Both' events will be sent to the specified UDP port of the specified log server." Below this text are four configuration options: "Log:" with radio buttons for "Disabled" and "Enabled" (the "Enabled" option is selected and highlighted with a red box); "Log Level:" with a dropdown menu set to "Debugging"; "Display Level:" with a dropdown menu set to "Error"; and "Mode:" with a dropdown menu set to "Local". At the bottom of the configuration area are three buttons: "Apply", "Cancel", and "View System Log". In the bottom left corner, there is a small text block: "Firmware: 3.104d", "ADSL2+ : A2pB025c.d20h", and "Wireless : 4.174.64.12".

5. Set "Display Level:" is set to "Debugging" from the pull down menu.

**NetComm** Quick Start | Status | Advanced | Wireless | Management

Language: English

**Diagnostics**  
Management  
Accounts  
Management Control  
TR-069 Client  
Internet Time  
System Log  
SNMP  
Backup Config  
Update Firmware  
Reset Router

**System Log Configuration**

This dialog allows you to configure System Log settings. All events greater than or equal to the selected level will be logged or displayed. If the selected mode is "Remote" or "Both" events will be sent to the specified UDP port of the specified log server.

Log:  Disabled  Enabled

Log Level: Debugging

**Display Level: Debugging**

Mode: Local

Apply Cancel View System Log

Firmware: 3.104d  
ADSL2+ : A2pB025c.d20h  
Wireless : 4.174.64.12

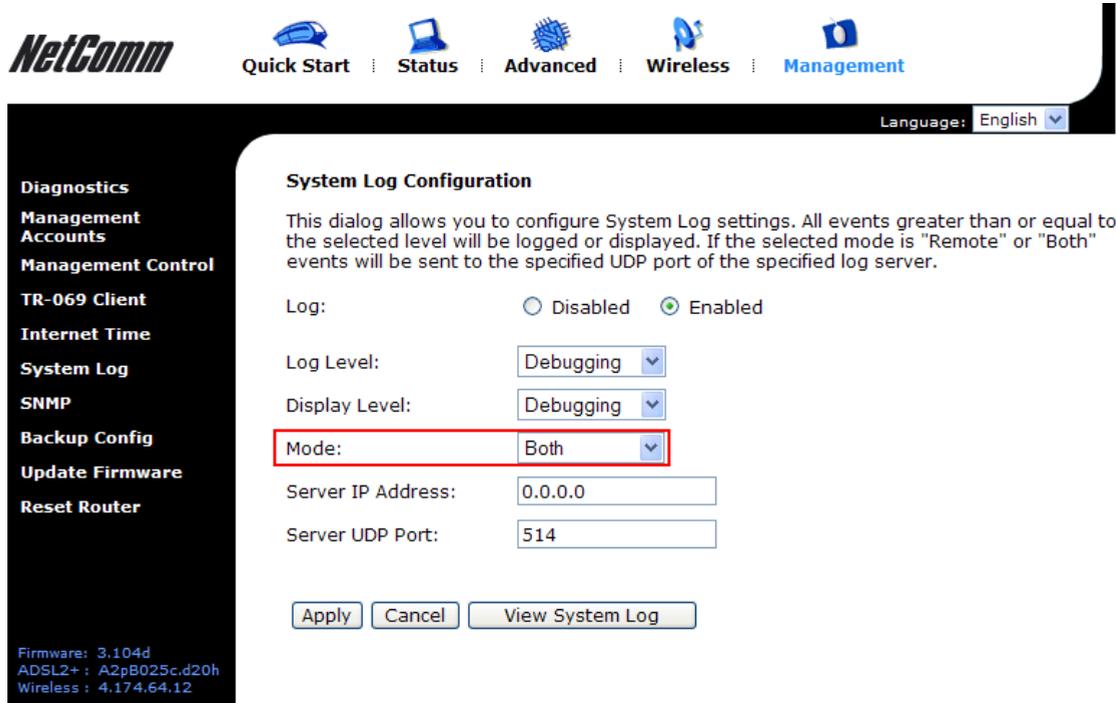
If you do not want to have your logging information sent to another computer, you can now click "Apply".

Once the page refreshes, you will then be able to click "View System Log" and see the current system log information.

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 NetComm web interface. At the top, there is a navigation bar with the NetComm logo and menu items: Quick Start, Status, Advanced, Wireless, and Management. A language dropdown menu is set to English. On the left side, there is a vertical menu with options: Diagnostics, Management, Accounts, Management Control, TR-069 Client, Internet Time, System Log, SNMP, Backup Config, Update Firmware, and Reset Router. The main content area is titled "System Log Configuration". It contains a descriptive paragraph: "This dialog allows you to configure System Log settings. All events greater than or equal to the selected level will be logged or displayed. If the selected mode is "Remote" or "Both" events will be sent to the specified UDP port of the specified log server." Below this, there are several configuration fields: "Log:" with radio buttons for "Disabled" and "Enabled" (selected); "Log Level:" with a dropdown menu set to "Debugging"; "Display Level:" with a dropdown menu set to "Debugging"; "Mode:" with a dropdown menu set to "Both" (highlighted with a red box); "Server IP Address:" with a text input field containing "0.0.0.0"; and "Server UDP Port:" with a text input field containing "514". At the bottom of the configuration area, there are three buttons: "Apply", "Cancel", and "View System Log". In the bottom left corner, there is a small text block: "Firmware: 3.104d", "ADSL2+ : A2pB025c.d20h", and "Wireless : 4.174.64.12".

**NetComm** Quick Start : Status : Advanced : Wireless : Management

Language: English

**System Log Configuration**

This dialog allows you to configure System Log settings. All events greater than or equal to the selected level will be logged or displayed. If the selected mode is "Remote" or "Both" events will be sent to the specified UDP port of the specified log server.

Log:  Disabled  Enabled

Log Level: Debugging

Display Level: Debugging

Mode: Both

Server IP Address: 0.0.0.0

Server UDP Port: 514

Apply Cancel View System Log

Firmware: 3.104d  
ADSL2+ : A2pB025c.d20h  
Wireless : 4.174.64.12

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.

The screenshot shows the NetComm router management interface. At the top, there is a navigation bar with the NetComm logo and menu items: Quick Start, Status, Advanced, Wireless, and Management. A language dropdown menu is set to English. On the left side, there is a sidebar menu with the following items: Diagnostics, Management, Accounts, Management Control, TR-069 Client, Internet Time, System Log, SNMP, Backup Config, Update Firmware, and Reset Router. The main content area is titled "System Log Configuration". It contains a description: "This dialog allows you to configure System Log settings. All events greater than or equal to the selected level will be logged or displayed. If the selected mode is 'Remote' or 'Both' events will be sent to the specified UDP port of the specified log server." Below the description are several configuration options: "Log:" with radio buttons for Disabled and Enabled (Enabled is selected); "Log Level:" with a dropdown menu set to Debugging; "Display Level:" with a dropdown menu set to Debugging; "Mode:" with a dropdown menu set to Both; "Server IP Address:" with a text input field containing 0.0.0.0 (highlighted with a red box); and "Server UDP Port:" with a text input field containing 514. At the bottom of the configuration area are three buttons: Apply, Cancel, and View System Log. In the bottom left corner of the interface, there is a status section showing: Firmware: 3.104d, ADSL2+ : A2pB025c.d20h, and Wireless : 4.174.64.12.

3. 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.