

Basic Troubleshooting

Following check controls are needed to verify correct interaction between IAS and your PBX.



For each check control, Imagicle suggests a basic troubleshooting to unveil most common problems.























Web interface access access through DNS (HA Solution)


If DNS configuration has been applied, it is possible to verify its correct functionality by following below action items:

1. Open a web browser from any user's PC and type URL including IAS server's virtual host name. For example: <http://imagicle.mycompanydomain.com>; IAS web portal login page shall appear.
2. Turn off primary IAS server or disconnect it from network. Wait for a couple of minutes.
3. Exit web browser and repeat step #1. Web portal login page should appear

HA Replication Services

Imagicle HA requires an always-on real time communication between Imagicle Primary and Secondary IAS nodes. You can double check proper replication link availability and disk space by accessing to the following IAS menu: **ADMIN**  **Monitoring**  **Alarms**

Alarms	Events History	Mail Configuration	SNMP
<div>  Cluster Data Synchronisation  </div> <div> <div>  Local node  </div> <div>  <input checked="" type="checkbox"/> Synchronisation Readiness: OK  </div> <div>  <input checked="" type="checkbox"/> Synchronisation Activity: OK  </div> <div>  <input checked="" type="checkbox"/> Time Alignment: OK  </div> </div>			
<div>  System Monitoring  </div> <div> <div>  Disk Usage  </div> <div>  <input checked="" type="checkbox"/> Windows Logical Unit Low Disk Space: OK  </div> <div>  <input checked="" type="checkbox"/> SAS Disk Logical Low Disk Space: OK  </div> </div> <div> <div>  Database  </div> <div>  <input checked="" type="checkbox"/> Free Space: OK  </div> </div>			

Moreover, you can also verify proper HA configuration on both IAS nodes by selecting **ADMIN**  **High Availability**. See below a sample coming from both Imagicle nodes:

NODE	IP ADDRESS
WIN2008POL (Local Node)	192.168.150.130
WINDOWS2012POL	192.168.150.131

Database Synchronization Strategy: **Replicated** ⓘ

Replication Service Management

The service is Started ☐

Primary Node

NODE	IP ADDRESS
WIN2008POL	192.168.150.130
WINDOWS2012POL (Local Node)	192.168.150.131

Database Synchronization Strategy: **Replicated** ⓘ

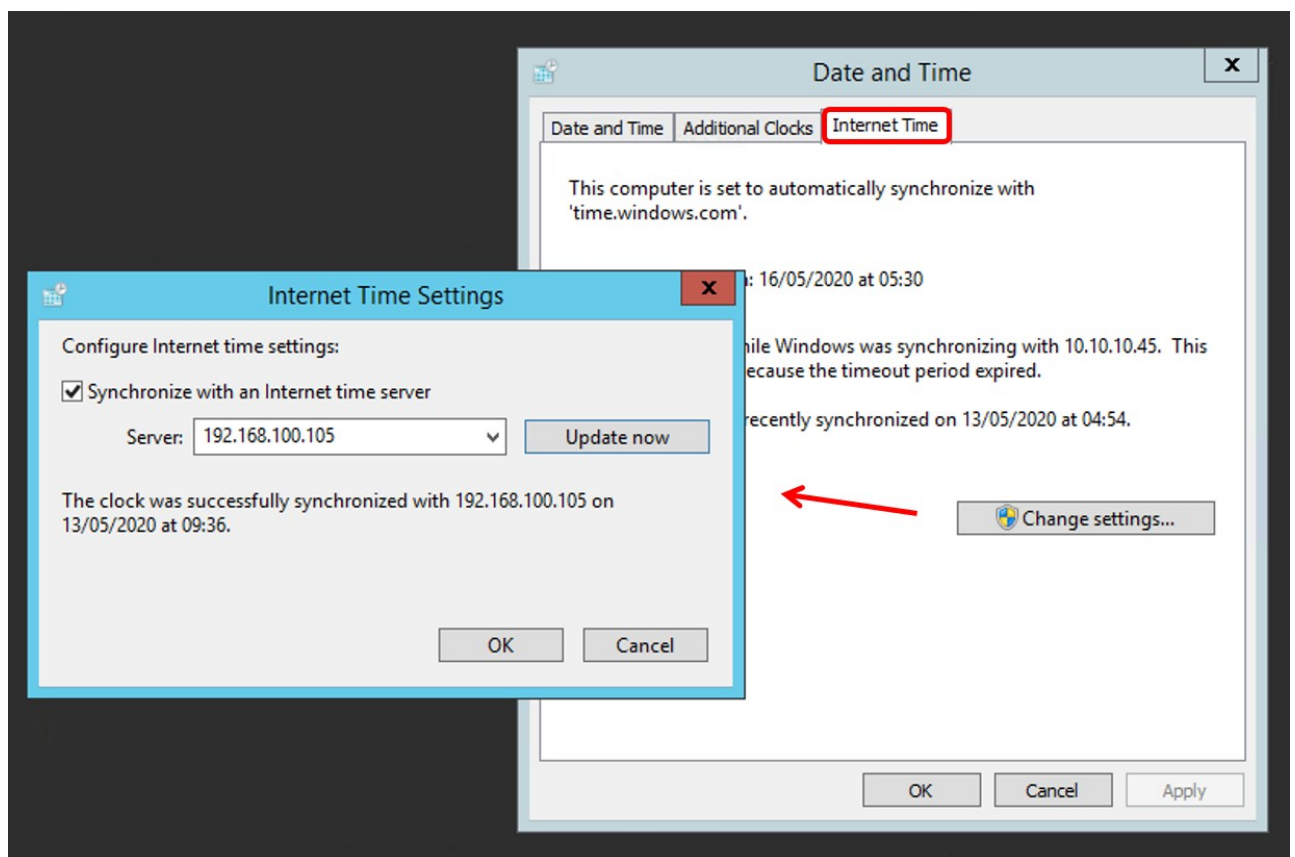
Replication Service Management

The service is Started ☐

Secondary Node

For best system operativity, it is very important to synchronize the clock of both IAS servers against a reliable NTP source.

This is accomplished by opening Windows Control Panel and select "Date and Time" setup. See below sample:



Moreover, we recommend to completely disable clock synch against VM host (this is accomplished from vSphere/ESX VMware client).

Diagnostic Logs Collection

In case your support staff can't find a solution to a problem, it is possible to collect specific diagnostic logs directly from IAS web portal: **ADMIN** → **Support**

Scrolling down Support page, a "logs" section appear, where you can enable verbose logs for last *nn* days. We strongly suggest to keep this setting enabled, for last three days. See sample below:

Logs

Log settings

Enable diagnostic logs:

☒

Keep log for (days):

3 ▾


Save

Download logs

For application:

Stonefax ▾

With date:

14/05/2020 

Download

To collect logs for a specific application, just select it from pull-down menu (Stonefax in above sample) and enter the date when problem occurred. Then just hit "Download" to collect a ZIP file including all needed logs. You can send this file, as it is, to Imagicle Tech Support, with a brief explanation of what happened and when (date and time).

Log files location

The Application Suite modules record some or all their activity into plain text files known as log files. The content of the log files is mainly addressed to Imagicle technical support team or to the developers, but you can also find information about application configuration (or misconfiguration) which can be useful to the system administrator. Program internal errors are always logged.

All the Application Suite modules generate log files in below folder, with several subfolders by application:

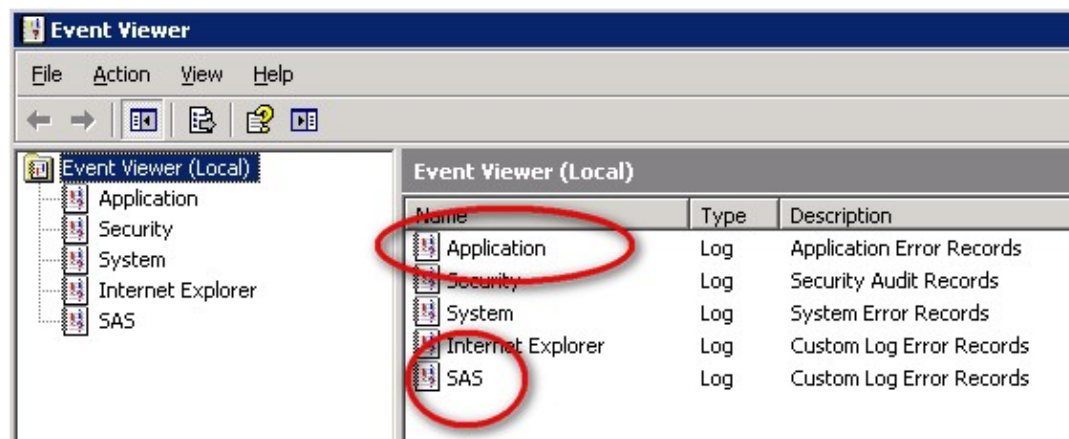
C:\Program Files (x86)\StonevoiceAS\Var\Log

Event viewer

If a Application Suite service raises an unhandled exception (i.e. crashes) the details are recorded in Windows Event Viewer. At the command prompt type:

eventvwr.exe

Check both the special IAS event viewer log and the standard Windows Application log.



Warning: a failed fax will generate an error entry in the Application log. This is not an issue. A fax can fail for a number of reasons, including the destination number being busy or wrong.

Advanced configuration through settings files

Many details of the behaviour of Imagicle application are controlled by configuration files. As a general rule, you do not need to change them unless Imagicle Technical Supports instructs you to do so. After changing any setting, stop the affected service from the web interface, run "iisreset" from the command prompt, and restart the service from the web interface. You may change more than a parameter at once.