



A MITEL
PRODUCT
GUIDE

Unify OpenScape 4000 Assistant/Manager

Logging Management

Administrator Documentation

07/2024

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1 Overview

Logging Management is a part of the Base Administration application. It provides a logging service to applications running on the OpenScape 4000 platform.

OpenScape 4000 applications use Logging Management to log error, activity events, and logbook entries.

Applications can still use their own logging facilities to record the details of what they do but should provide Logging Management with a summary of their activity.

Using Logging Management, you can:

- View all activities on a switch
- View all activities on all switches on a particular day
- View all errors from an application
- View all logbook entries
- Download logbook backup files (OpenScape 4000 Assistant only)

The error log records problems that occur on the OpenScape 4000 platform. It does not record switch problems.

The information recorded for events in the logs includes:

- User account
- IP address of the user
- Switch name
- Date and time of the event in the absolute time in the related system
- Different levels, event types and other properties of log data

2 Main Page

On the Main page you can customize the view, setup, save and manage custom filters and download logs.

2.1 Filtering

You can use quick filtering by day, week or month, choose predefined saved filter or clear filtering by choosing "Blank" option.

Today ▾	Blank ▾	322 / 322							⌂ Reload
Today This Week Last Week This Month All	<input type="checkbox"/> 00 : 00 23 : 59	Event	Platform	Customer	Switch ID	Application	User	Category	Description
		00:02:39.2 Activity	10.140.26.122		RMX	MPCID	nsi-sys@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databas
		00:07:40.3 Activity	10.140.26.122		RMX	MPCID	nsi-sys@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databas
		00:12:41.3 Activity	10.140.26.122		RMX	MPCID	nsi-sys@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databas
		00:17:42.4 Activity	10.140.26.122		RMX	MPCID	nsi-sys@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databas
		00:22:43.4 Activity	10.140.26.122		RMX	MPCID	nsi-sys@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databas
		00:27:44.5 Activity	10.140.26.122		RMX	MPCID	nsi-sys@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databas
		00:32:45.5 Activity	10.140.26.122		RMX	MPCID	nsi-sys@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databas
		00:37:46.6 Activity	10.140.26.122		RMX	MPCID	nsi-sys@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databas
		00:42:47.6 Activity	10.140.26.122		RMX	MPCID	nsi-sys@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databas
		00:47:48.7 Activity	10.140.26.122		RMX	MPCID	nsi-sys@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databas

Today ▾	Blank ▾	322 / 322							⌂ Reload
	Blank	Event	Platform	Customer	Switch ID	Application	User	Category	Description
		00:02:39.2 Activity	10.140.26.122		RMX	MPCID	nsi-sys@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databas
		00:07:40.3 Activity	10.140.26.122		RMX	MPCID	nsi-sys@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databas
		00:12:41.3 Activity	10.140.26.122		RMX	MPCID	nsi-sys@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databas
		00:17:42.4 Activity	10.140.26.122		RMX	MPCID	nsi-sys@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databas
		00:22:43.4 Activity	10.140.26.122		RMX	MPCID	nsi-sys@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databas
		00:27:44.5 Activity	10.140.26.122		RMX	MPCID	nsi-sys@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databas
		00:32:45.5 Activity	10.140.26.122		RMX	MPCID	nsi-sys@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databas
		00:37:46.6 Activity	10.140.26.122		RMX	MPCID	nsi-sys@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databas
		00:42:47.6 Activity	10.140.26.122		RMX	MPCID	nsi-sys@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databas

2.2 Logged Events

Activities on switch can be tracked on the page of Logged Events. Contains events logged by applications running on OpenScope Assistant.

Today ▾	Blank ▾	322 / 322							⌂ Reload
		Event	Platform	Customer	Switch ID	Application	User	Category	Description
		00:02:39.2 Activity	10.140.26.122		RMX	MPCID	nsi-sys@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databas
		00:07:40.3 Activity	10.140.26.122		RMX	MPCID	nsi-sys@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databas
		00:12:41.3 Activity	10.140.26.122		RMX	MPCID	nsi-sys@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databas
		00:17:42.4 Activity	10.140.26.122		RMX	MPCID	nsi-sys@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databas
		00:22:43.4 Activity	10.140.26.122		RMX	MPCID	nsi-sys@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databas
		00:27:44.5 Activity	10.140.26.122		RMX	MPCID	nsi-sys@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databas
		00:32:45.5 Activity	10.140.26.122		RMX	MPCID	nsi-sys@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databas
		00:37:46.6 Activity	10.140.26.122		RMX	MPCID	nsi-sys@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databas
		00:42:47.6 Activity	10.140.26.122		RMX	MPCID	nsi-sys@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databas
		00:47:48.7 Activity	10.140.26.122		RMX	MPCID	nsi-sys@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databas
		00:52:49.7 Activity	10.140.26.122		RMX	MPCID	nsi-sys@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databas
		00:55:57.8 Activity	10.140.26.122	SYSS	1	MPCID	nsi-sys@localhost	USER_LOGON	filetransfer server -> adp started
		00:55:57.8 Activity	10.140.26.122	SYSS	1	MPCID	nsi-sys@localhost	USER_LOGOFF	filetransfer 0001 done
		00:56:01.9 Activity	10.140.26.122	SYSS	1	MPCID	nsi-sys@localhost	USER_LOGON	filetransfer server -> adp started
		00:56:01.9 Activity	10.140.26.122	SYSS	1	MPCID	nsi-sys@localhost	USER_LOGOFF	filetransfer 0001 done
		00:56:06.0 Activity	10.140.26.122	SYSS	1	MPCID	nsi-sys@localhost	USER_LOGON	filetransfer server -> adp started
		00:56:06.0 Activity	10.140.26.122	SYSS	1	MPCID	nsi-sys@localhost	USER_LOGOFF	filetransfer 0001 done

[Download](#) [Save Filter](#)

First << < 1 of 4 > >> Last

The plus sign displays the detail of each event.

Today ▾	Blank ▾	322 / 322							⌂ Reload
		Event	Platform	Customer	Switch ID	Application	User	Category	Description
		00:02:39.2 Activity	10.140.26.122		RMX	MPCID	nsi-sys@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databas
		Event Type Event Category Date & time the event was received Date & time the event occurred	Activity LOGON_REJECTED 2022-03-30 00:02:39.2 2022-03-30 00:02:39.2	Platform (where the event occurred) Customer name Switch name Switch identification	10.140.26.122 SYSS RMX	10.140.26.122 MPCID	nsi-sys@localhost nsi-sys@localhost nsi-sys@localhost	LOGON_REJECTED USER_LOGON USER_LOGOFF	error on filetransfer -95 swl error reading databas filetransfer server -> adp started filetransfer 0001 done
		Long Description:							
		00:07:40.3 Activity	10.140.26.122		RMX	MPCID	nsi-sys@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databas
		00:12:41.3 Activity	10.140.26.122		RMX	MPCID	nsi-sys@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databas
		00:17:42.4 Activity	10.140.26.122		RMX	MPCID	nsi-sys@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databas

The filter is made by setting up the value of one or more columns:

- Date
- Time
- Event (Activity, Error, Alarm)
- Platform
- Customer
- Switch ID
- Application
- User
- Category
- Description

You can save the filter for reuse.

Today ▾ Blank ▾ 322 / 322 [Reload](#)

			Event	Platform	Customer	Switch ID	Application	User	Category	Description
+	2022-03-30	00:02:39.2	Activity	10.140.26.122		RMX	MPCID	rsi-sys@localhost	LOGON_REJECTED	error on filetransfer: -95 swl error reading databas
+	2022-03-30	00:07:40.3	Activity	10.140.26.122		RMX	MPCID	rsi-sys@localhost	LOGON_REJECTED	error on filetransfer: -95 swl error reading databas
+	2022-03-30	00:12:41.3	Activity	10.140.26.122		RMX	MPCID	rsi-sys@localhost	LOGON_REJECTED	error on filetransfer: -95 swl error reading databas
+	2022-03-30	00:17:42.4	Activity	10.140.26.122		RMX	MPCID	rsi-sys@localhost	LOGON_REJECTED	error on filetransfer: -95 swl error reading databas
+	2022-03-30	04:59:30.5	Activity	10.140.26.122	SYSS	1	MPCID	rsi-sys@localhost	USER_LOGOFF	Famos connection to 0001 closed
+	2022-03-30	04:58:41.1	Activity	10.140.26.122		RMX	MPCID	rsi-sys@localhost	LOGON_REJECTED	error on filetransfer: -95 swl error reading databas

[Download](#) [Save Filter](#) First << < 1 of 4 > >> Last

2.2.1 Security relevant Logged events

Platform	Application	User	Category	Description example	Log example
Assistant and Manager	Security Management (core component for authentication)	real user, e.g. engr	USER_LOGON	Log on of user 'engr': successful	Se 58 IP 10
Assistant and Manager	Security Management (core component for authentication)	real user, e.g. engr	USER_LOGOFF	Log off user 'engr' by session timeout	Se 58 IP 10
Assistant and Manager	Security Management (core component for authentication)	real user, e.g. engr	LOGON_REJECTED	Log on of user 'engr' failed: invalid user/ password	Cl 10
Assistant and Manager	Security Management (core component for authentication)	-	SECURITY	Changing the Secure Mode on Platform was successful	-
Assistant and Manager	Basic User Management - core component for authentication	real user, e.g. engr	CHANGE_OK	The password of the user 'engr' is modified	-

Platform	Application	User	Category	Description example
Manager	Basic User Management - core component for authentication	root	USER_LOGON	Superuser Unix Logon of user 'root': successful
Assistant	Gateway Management	-	SECURITY	Security mode of the gateways has been changed to CLASSIC
Assistant and Manager	Software activation - updates and hotfixes	root	INFORMATION	Activation of HF was successful
Manager	Base administration	engr	INFORMATION	system shutdown
Assistant and Manager	Backup and restore	-	ADD_OK	Create a backup O.K.
Assistant and Manager	Backup and restore	-	ADD_FAILED	Automatic backup failed for 1 times
Assistant and Manager	License Management Tool	-	INFORMATION	new net code word installed
Manager	License Management Tool	-	INFORMATION	License Management Tool deactivated

Platform	Application	User	Category	Description example	Lo ex
Assistant	Licensing Management	-	INFORMATION	SLES Upgrade Protection license expired or missing.	Li Up Pr ye ex

2.3 AMO Logbook

AMO triggered activities on switch can be tracked on the page of AMO Logbook. You can customize the view, setup, save and manage custom filters the same way as logged events.

Today ▾ Blank ▾ Loading, please wait Cancel

EventID		00 : 00	Noun	Type	Message	Dev	Tsn	UID	Supplier	Supplier details	User	User IP
		23 : 59		S E O C								

The filter is made by setting up the value of one or more columns:

- Event ID
- Date
- Time
- Noun
- Type (Start, End, Output, Continue)
- Message
- Dev
- Tsn
- UID
- Supplier
- Supplier details
- User
- User IP

3 Assistant specific features

There are specific features within Assistant Settings menu.

3.1 Forward events to Manager

You can set the event forwarding from Assistant to Manager Main page view. The destination can be Auto-detect and alarm events can be forwarded to Fault Management.

The screenshot shows the 'Settings' window with the 'Forward events to Manager' tab selected. The settings include:

- When do you want to forward?** with radio buttons for ☐ Never, ☐ Immediately, and ☒ After a delay. To the right, a text input shows '00' and '20' with a colon between them, and a note: 'Please enter the delay. Shortest delay allowed is 20 minutes.'
- Where to forward to?** with a text input field and an 'Auto-detect' button.
- Forward which events?** with a button containing three icons: a circle with an 'i', a circle with an 'e', and a speech bubble.
- Forward remote alarms to FM** with radio buttons for ☐ Yes and ☒ No.
- A 'Save' button at the bottom right.

3.2 Download logbook

You can choose and download logbook archive.

The screenshot shows the 'Settings' window with the 'Download logbook' tab selected. The settings include:

- Log file remote path** with a text input field containing '/AS/BACKUP/logbk/'.
- A table with the following data:

	File	Date and Time	Size
<input type="checkbox"/>	logbkBackup.log~	3/26/2022, 4:36:04 PM	2673090
<input type="checkbox"/>	logBook.220319_163554.gz	3/19/2022, 4:35:54 PM	923489
<input type="checkbox"/>	logBook.220222_000644.gz	2/22/2022, 12:06:44 AM	1015268

Below the table, there is a 'Select all' checkbox and a 'Download' button with a download icon. A 'Save' button is at the bottom right.

4 Settings dialog

Within the Settings menu - Page settings you can choose the startup list filter, customize the view and number of events on the page.

Settings

Page settings

Filter management

Events forwarding

Show at most events per page.

Startup with

Blank

 filter on

Today

Startup with entries displayed from

Logged Events

Shown columns

☒ Date

☒ Event

☒ Customer

☒ Application

☒ Category

☒ Time

☒ Platform

☒ Switch ID

☒ User

☒ Description

Save

Within the Settings menu - Filter management you can see the list of your saved filters, that can be edited or removed.

Settings

Page settings

Filter management

Events forwarding

rmx

rmx

Remove this filter

Date From

Date To

Time From

00

:

00

Time To

23

:

59

Show only Event contains

Show only Platform contains

Type filter here...

Show only Customer contains

Type filter here...

Show only Switch ID contains

Type filter here...

Show only Application contains

Type filter here...

Show only User contains

Type filter here...

Show only Category contains

Type filter here...

Show only Description contains

Type filter here...

Save

10

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4.1 LogM Performance Issue

There are some changes on the LogM database which are executed only during first installation. These changes have impact on the performance. Therefore, to retrieve the changes, you need to reinstall the LogM database.

The following steps are needed after an upgrade to Manager V10R:

Logical backup of LogM database, from HBR.

Execution of the following command, from Manager Console:

1) `/opt/logm/bin/recreate_logmdb_MGR.sh`

Logical restore of LogM database, from HBR.

