



A MITEL  
PRODUCT  
GUIDE

# Unify OpenScape 4000 Assistant/Manager

Logging Management

Administrator Documentation

07/2024

## Notices

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Europe Limited. The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes. No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

## Trademarks

The trademarks, service marks, logos, and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel"), Unify Software and Solutions GmbH & Co. KG or its affiliates (collectively "Unify") or others. Use of the Trademarks is prohibited without the express consent from Mitel and/or Unify. Please contact our legal department at [iplegal@mitel.com](mailto:iplegal@mitel.com) for additional information. For a list of the worldwide Mitel and Unify registered trademarks, please refer to the website: <http://www.mitel.com/trademarks>.

© Copyright 2024, Mitel Networks Corporation

All rights reserved

# Contents

<b>1 Overview.....</b>	<b>4</b>
<b>2 Main Page.....</b>	<b>5</b>
2.1 Filtering.....	5
2.2 Logged Events.....	5
2.2.1 Security relevant Logged events.....	6
2.3 AMO Logbook.....	8
<b>3 Assistant specific features.....</b>	<b>9</b>
3.1 Forward events to Manager.....	9
3.2 Download logbook.....	9
<b>4 Settings dialog.....</b>	<b>10</b>
4.1 LogM Performance Issue.....	11

# 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.

Event	Platform	Customer	Switch ID	Application	User	Category	Description
00:02:39.2 Activity	10.140.26.122		RMX	MPCID	ns1-syst@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databases
00:07:40.3 Activity	10.140.26.122		RMX	MPCID	ns1-syst@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databases
00:12:41.3 Activity	10.140.26.122		RMX	MPCID	ns1-syst@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databases
00:17:42.4 Activity	10.140.26.122		RMX	MPCID	ns1-syst@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databases
00:22:43.4 Activity	10.140.26.122		RMX	MPCID	ns1-syst@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databases
00:27:44.5 Activity	10.140.26.122		RMX	MPCID	ns1-syst@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databases
00:32:45.5 Activity	10.140.26.122		RMX	MPCID	ns1-syst@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databases
00:37:46.6 Activity	10.140.26.122		RMX	MPCID	ns1-syst@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databases
00:42:47.6 Activity	10.140.26.122		RMX	MPCID	ns1-syst@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databases
00:47:48.7 Activity	10.140.26.122		RMX	MPCID	ns1-syst@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databases

Event	Platform	Customer	Switch ID	Application	User	Category	Description
+ 2022-03-30 00:02:39.2 Activity	10.140.26.122		RMX	MPCID	ns1-syst@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databases
+ 2022-03-30 00:07:40.3 Activity	10.140.26.122		RMX	MPCID	ns1-syst@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databases
+ 2022-03-30 00:12:41.3 Activity	10.140.26.122		RMX	MPCID	ns1-syst@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databases
+ 2022-03-30 00:17:42.4 Activity	10.140.26.122		RMX	MPCID	ns1-syst@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databases
+ 2022-03-30 00:22:43.4 Activity	10.140.26.122		RMX	MPCID	ns1-syst@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databases
+ 2022-03-30 00:27:44.5 Activity	10.140.26.122		RMX	MPCID	ns1-syst@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databases
+ 2022-03-30 00:32:45.5 Activity	10.140.26.122		RMX	MPCID	ns1-syst@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databases
+ 2022-03-30 00:37:46.6 Activity	10.140.26.122		RMX	MPCID	ns1-syst@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databases
+ 2022-03-30 00:42:47.6 Activity	10.140.26.122		RMX	MPCID	ns1-syst@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databases

### 2.2 Logged Events

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

Event	Platform	Customer	Switch ID	Application	User	Category	Description
+ 2022-03-30 00:02:39.2 Activity	10.140.26.122		RMX	MPCID	ns1-syst@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databases
+ 2022-03-30 00:07:40.3 Activity	10.140.26.122		RMX	MPCID	ns1-syst@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databases
+ 2022-03-30 00:12:41.3 Activity	10.140.26.122		RMX	MPCID	ns1-syst@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databases
+ 2022-03-30 00:17:42.4 Activity	10.140.26.122		RMX	MPCID	ns1-syst@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databases
+ 2022-03-30 00:22:43.4 Activity	10.140.26.122		RMX	MPCID	ns1-syst@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databases
+ 2022-03-30 00:27:44.5 Activity	10.140.26.122		RMX	MPCID	ns1-syst@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databases
+ 2022-03-30 00:32:45.5 Activity	10.140.26.122		RMX	MPCID	ns1-syst@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databases
+ 2022-03-30 00:37:46.6 Activity	10.140.26.122		RMX	MPCID	ns1-syst@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databases
+ 2022-03-30 00:42:47.6 Activity	10.140.26.122		RMX	MPCID	ns1-syst@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databases
+ 2022-03-30 00:47:48.7 Activity	10.140.26.122		RMX	MPCID	ns1-syst@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databases
+ 2022-03-30 00:52:49.7 Activity	10.140.26.122		RMX	MPCID	ns1-syst@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databases
+ 2022-03-30 00:55:57.8 Activity	10.140.26.122	SYSS	1	MPCID	ns1-syst@localhost	USER_LOGON	filetransfer server -> adp started
+ 2022-03-30 00:55:57.8 Activity	10.140.26.122	SYSS	1	MPCID	ns1-syst@localhost	USER_LOGOFF	filetransfer 0001 done
+ 2022-03-30 00:56:01.9 Activity	10.140.26.122	SYSS	1	MPCID	ns1-syst@localhost	USER_LOGON	filetransfer server -> adp started
+ 2022-03-30 00:56:01.9 Activity	10.140.26.122	SYSS	1	MPCID	ns1-syst@localhost	USER_LOGOFF	filetransfer 0001 done
+ 2022-03-30 00:56:00.0 Activity	10.140.26.122	SYSS	1	MPCID	ns1-syst@localhost	USER_LOGON	filetransfer server -> adp started
+ 2022-03-30 00:56:00.0 Activity	10.140.26.122	SYSS	1	MPCID	ns1-syst@localhost	USER_LOGOFF	filetransfer 0001 done

The plus sign displays the detail of each event.

Event Type	Activity	Platform (where the event occurred)	Customer	Switch ID	Application	User	Category	Description
2022-03-30 00:02:39.2	Activity	10.140.26.122		RMX	MPCID	ns1-syst@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databases

Event Category	LOGON_REJECTED	Customer name	Switch name	Switch identification	User	Profile
Date & time the event was received	2022-03-30 00:02:39.2					
Date & time the event occurred	2022-03-30 00:02:39.2			RMX		

Long Description:						
+ 2022-03-30 00:07:40.3 Activity	10.140.26.122	RMX	MPCID	ns1-syst@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databases
+ 2022-03-30 00:12:41.3 Activity	10.140.26.122	RMX	MPCID	ns1-syst@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databases
+ 2022-03-30 00:17:42.4 Activity	10.140.26.122	RMX	MPCID	ns1-syst@localhost	LOGON_REJECTED	error on filetransfer -95 swl error reading databases

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.

### 2.2.1 Security relevant Logged events

Platform	Application	User	Category	Description example	Loc ex
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	Ch 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	Loc ex
Assistant	Licensing Management	-	INFORMATION	SLES Upgrade Protection license expired or missing.	Lic 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.

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.

Settings

Page settings Filter management Forward events to Manager Download logbook

When do you want to forward?

Never

Immediately

After a delay

Please enter the delay. Shortest delay allowed is 20 minutes.  
00 : 20

Where to forward to?

Forward which events?

Forward remote alarms to FM

Yes  No

Save

### 3.2 Download logbook

You can choose and download logbook archive.

Settings

Page settings Filter management Forward events to Manager Download logbook

Log file remote path

/AS/BACKUP/logbk/

	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

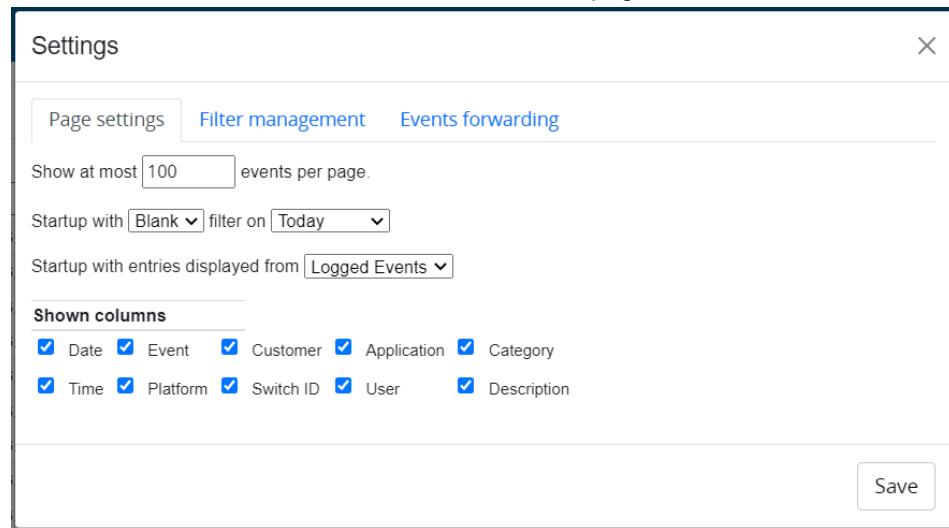
Select all

Download

Save

# 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  filter on

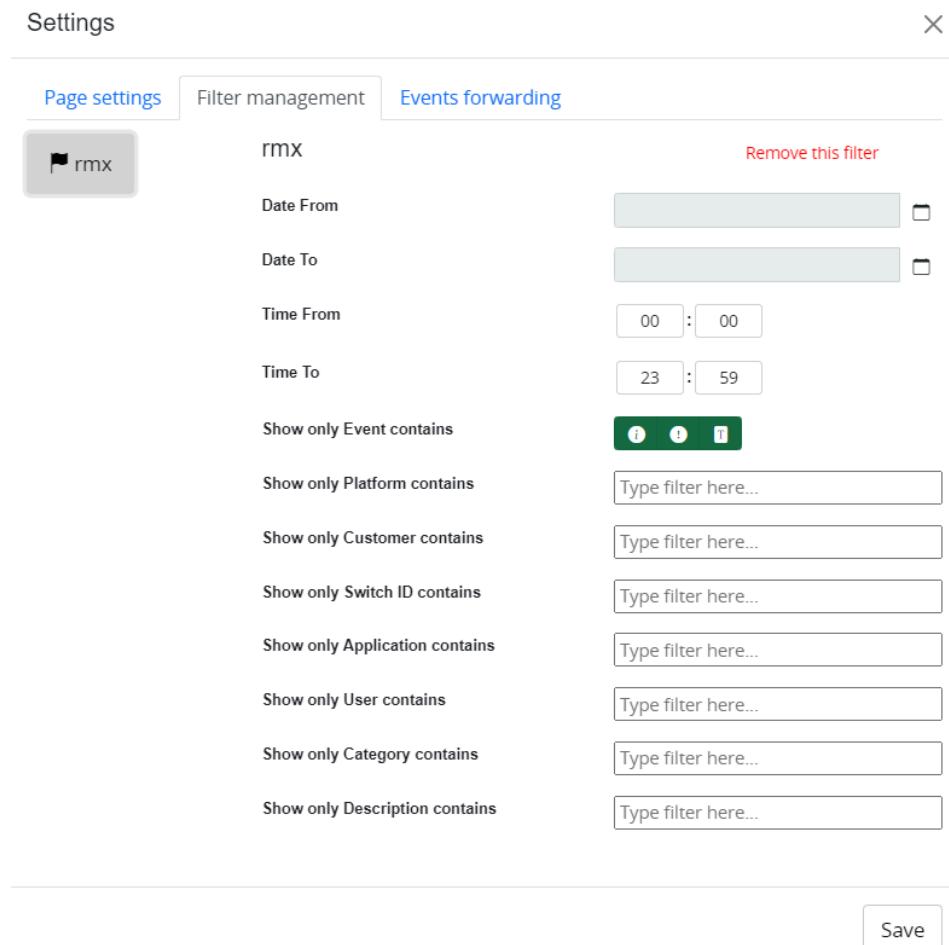
Startup with entries displayed from

**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** Remove this filter

Date From

Date To

Time From  :

Time To  :

Show only Event contains

Show only Platform contains

Show only Customer contains

Show only Switch ID contains

Show only Application contains

Show only User contains

Show only Category contains

Show only Description contains

Save

## 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.

