VEGA B2B Debugging GUIDE

Scope of Document

This document will guide and provide step by step information regarding how to troubleshoot/debug VEGA B2B.

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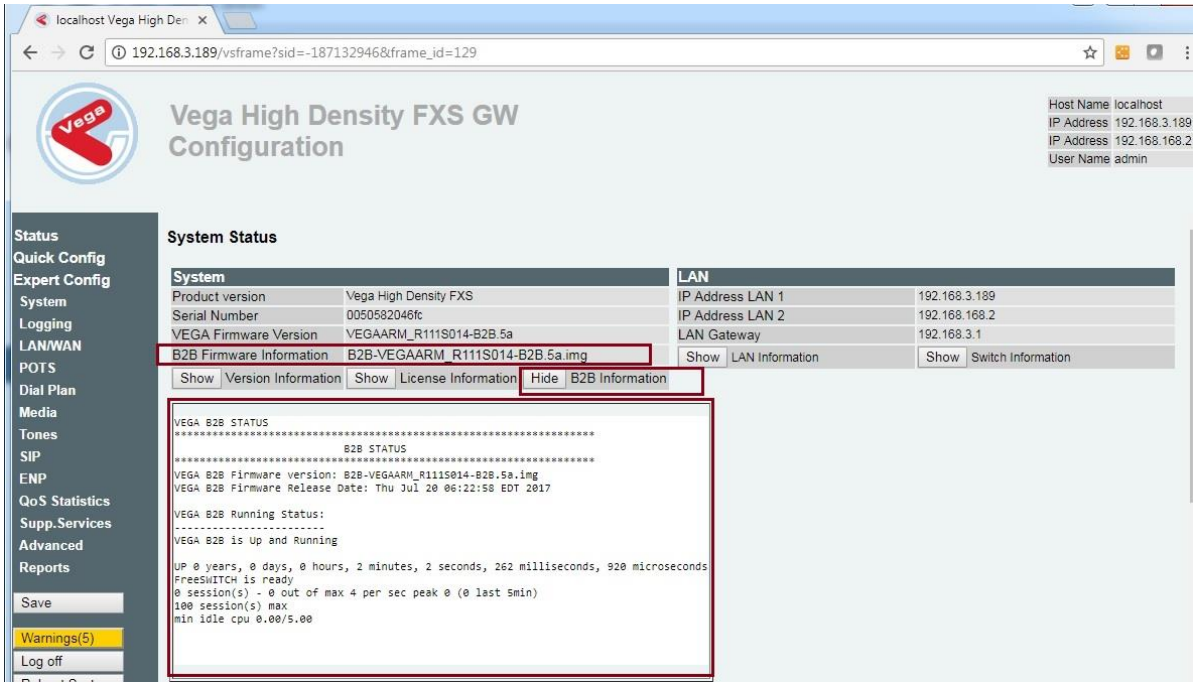
VEGA B2B Debugging

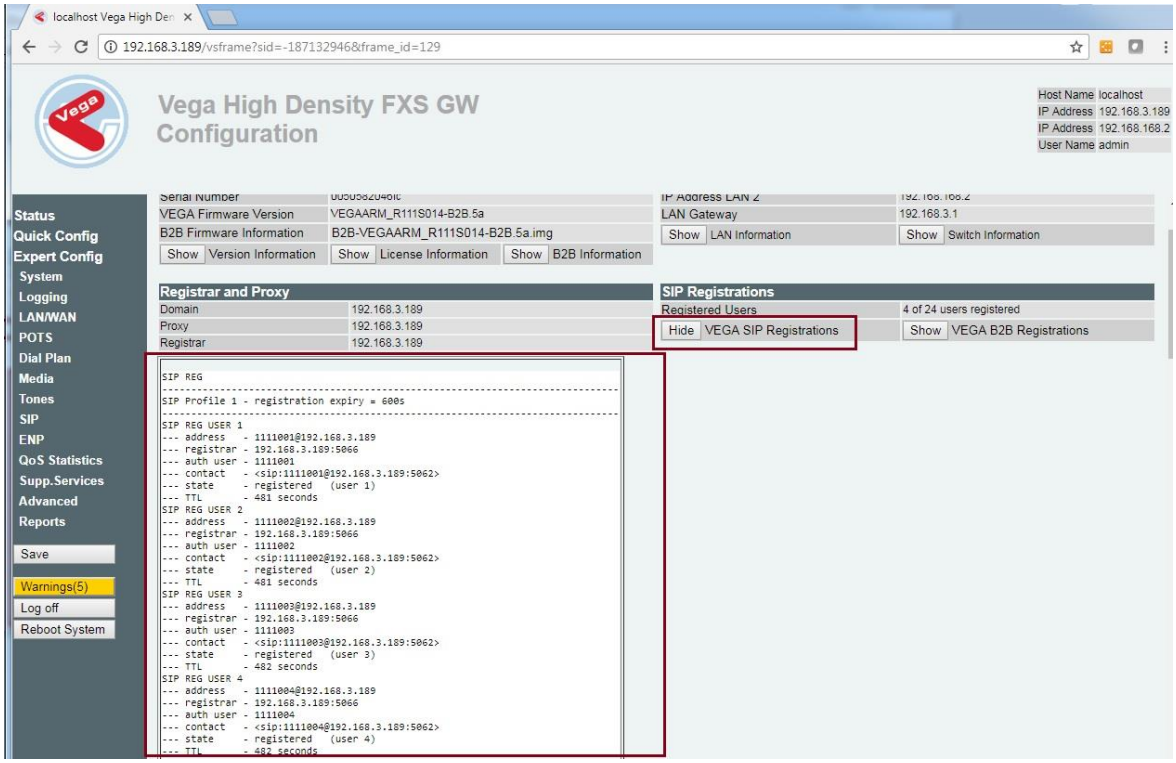
To troubleshoot VEGA PBX/B2B please use below steps:

1. Check if B2B is successfully installed and started or not.User can get **B2B status** via VEGA GUI, by going to **status** page and then to **Show B2B Information**. This will provide all the useful information regarding B2B Firmware and running status as given below:

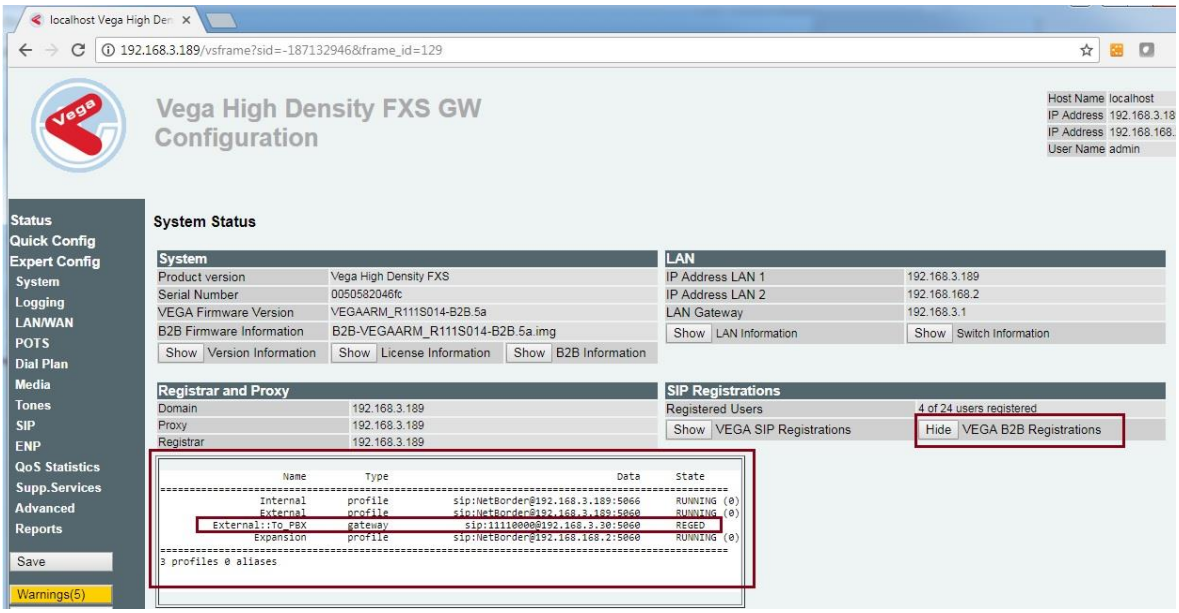


If **B2B is not running** then go to **step 3** directly, else go to **step 2**.

2. Now, check if the local phone extensions and remote extension (including pilot number) is properly registered or not.
   User can get **Local/Remote SIP Registrations** via VEGA GUI, by going to status page and then to **Show VEGA SIP Registrations** for local sip extension as given below:

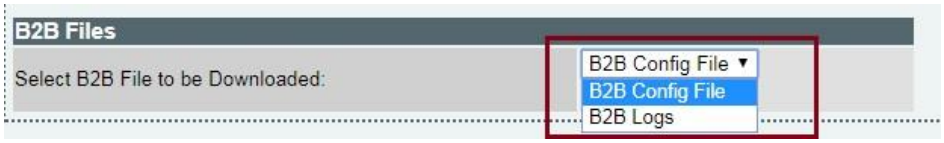


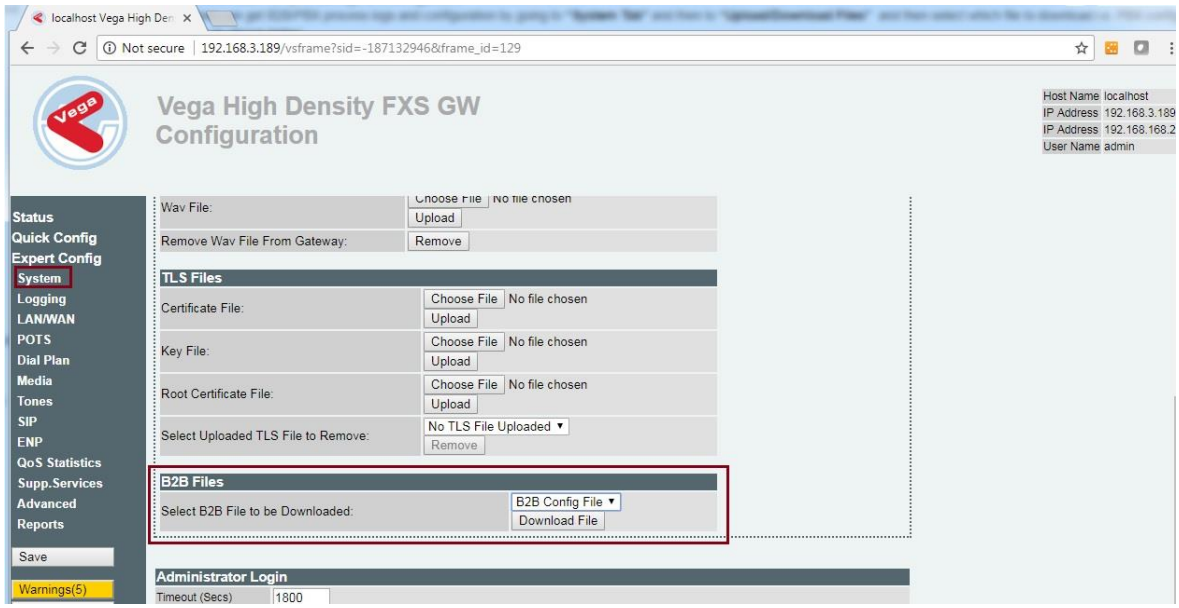
Show PBX SIP Registrations for external sip extensions as given below:



If **extensions** are not registered then please check **VEGA B2B config** as present in B2B section of Quick Config still issue is not resolved then move to next step.

3. Collect B2B process logs and configuration.
   User can get B2B process logs and configuration by going to **"System Tab"** and then to **"Upload/Download Files"** and then **select which file to download**
   i.e. B2B config file or log file under **"PBX Files"** section and then press on download file as shown below:





Once B2B/PBX logs/config is collected move to step 4.

4. Collect vega show support and pcap and provide the same to sangoma support for analysis.

B2B CLI Commands

```
admin> help b2b


B2B EXECUTE                    directly execute VEGA B2B command/request e.g. b2b execute show calls (to show number of active calls on B2B/PBX)
B2B RUNNING STATUS             show VEGA B2B service running status
B2B SHOW STATUS                show B2B status installed/running with firmware respective information etc
B2B SIP STATUS                 show VEGA B2B SIP status (i.e. if pilot number/external sip extensions are successfully registered or not and number of profile configured)
```