

VEGA B2B Debugging GUIDE

Scope of Document

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

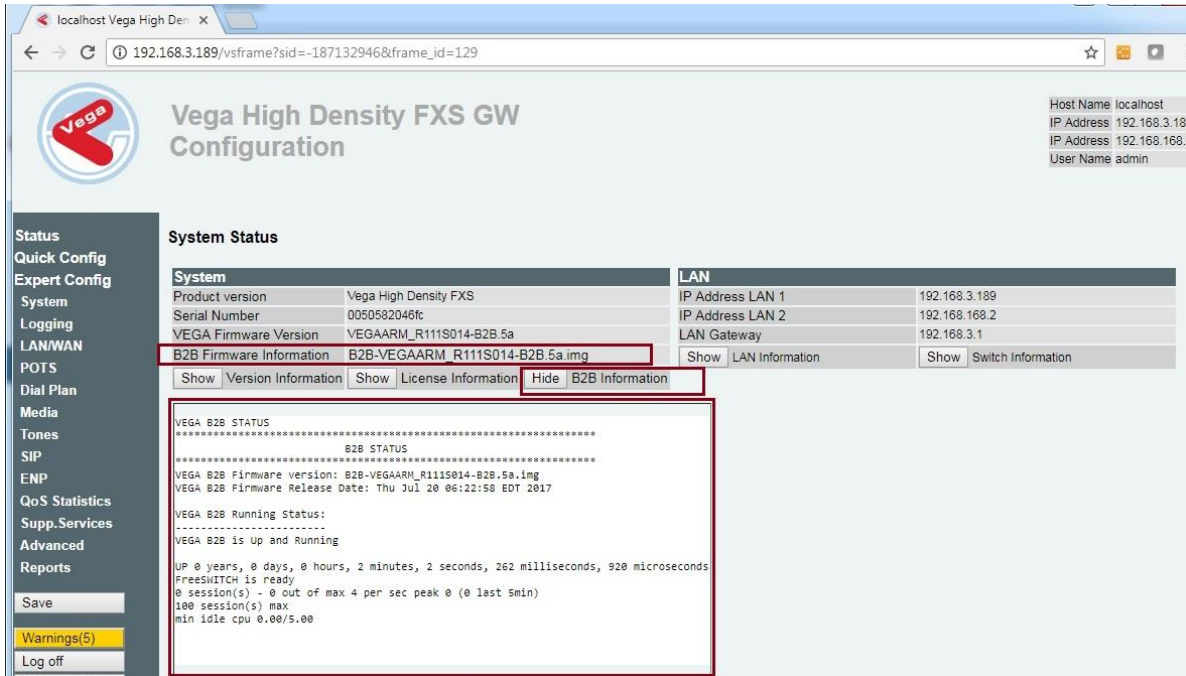
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VEGA B2B Debugging

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:



The screenshot shows the VEGA High Density FXS GW Configuration web interface. The left sidebar contains navigation options: Status, Quick Config, Expert Config, System, Logging, LAN/WAN, POTS, Dial Plan, Media, Tones, SIP, ENP, QoS Statistics, Supp. Services, Advanced, and Reports. The main content area displays 'System Status' with a table of system and LAN information. A red box highlights the 'B2B Firmware Information' row, which shows 'B2B-VEGAARM_R111S014-B2B.5a.img'. Below this, another red box highlights the 'B2B STATUS' section, which contains the following text:

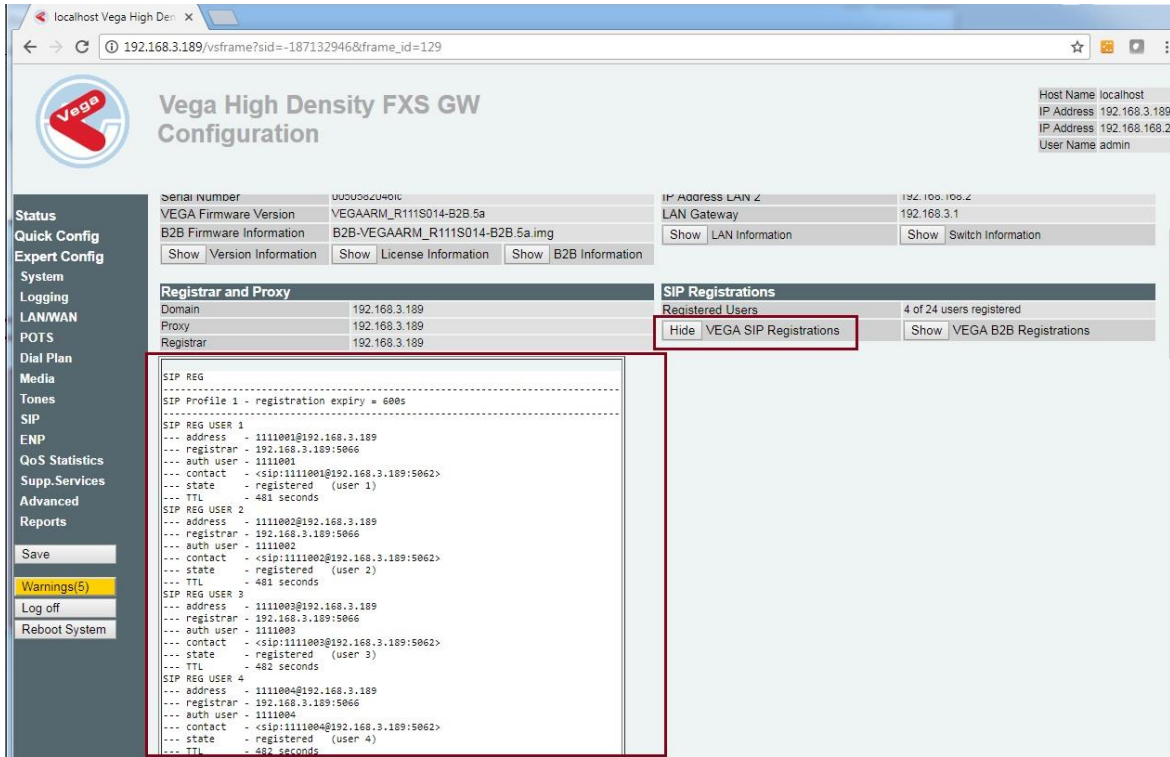
```
VEGA B2B STATUS
*****
                        B2B STATUS
*****
VEGA B2B Firmware version: B2B-VEGAARM_R111S014-B2B.5a.img
VEGA B2B Firmware Release Date: Thu Jul 20 06:22:58 EDT 2017

VEGA B2B Running Status:
*****
VEGA B2B is up and Running

UP 0 years, 0 days, 0 hours, 2 minutes, 2 seconds, 262 milliseconds, 920 microseconds
FreeSWITCH is ready
0 session(s) - 0 out of max 4 per sec peak 0 (0 last 5min)
100 session(s) max
min idle cpu 0.00/5.00
```

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



The screenshot shows the VEGA High Density FXS GW Configuration page. The left sidebar contains navigation options like Status, Quick Config, Expert Config, System, Logging, LAN/WAN, POTS, Dial Plan, Media, Tones, SIP, ENP, QoS Statistics, Supp. Services, Advanced, and Reports. The main content area is divided into several sections:

- Serial Number:** 0050582046tc
- VEGA Firmware Version:** VEGAARM_R111S014-B2B 5a
- B2B Firmware Information:** B2B-VEGAARM_R111S014-B2B 5a.img
- IP Address LAN 2:** 192.168.3.189
- LAN Gateway:** 192.168.3.1
- Host Name:** localhost
- IP Address:** 192.168.3.189
- User Name:** admin

The **SIP Registrations** section shows:

- Registered Users:** 4 of 24 users registered
- Buttons: **Hide VEGA SIP Registrations** (highlighted with a red box) and **Show VEGA B2B Registrations**

The SIP REG section displays details for four users:

```

SIP REG
--- address - 1111001@192.168.3.189
--- registrar - 192.168.3.189:5066
--- auth user - 1111001
--- contact - <sip:1111001@192.168.3.189:5062>
--- state - registered (user 1)
--- TTL - 481 seconds

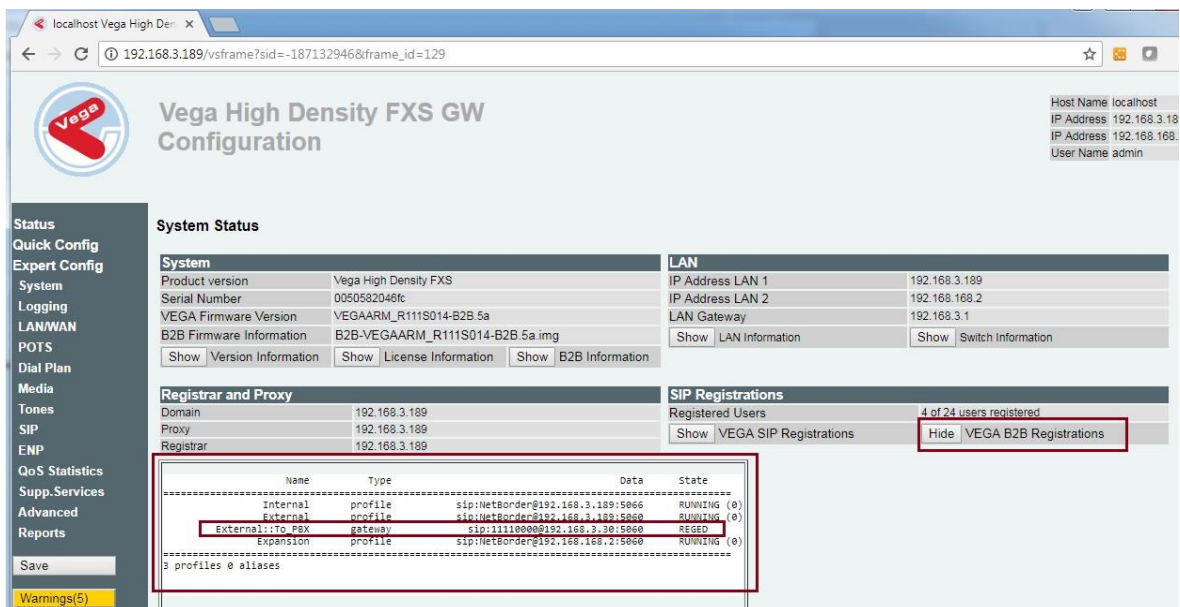
SIP REG USER 1
--- address - 1111001@192.168.3.189
--- registrar - 192.168.3.189:5066
--- auth user - 1111001
--- contact - <sip:1111001@192.168.3.189:5062>
--- state - registered (user 1)
--- TTL - 481 seconds

SIP REG USER 2
--- address - 1111002@192.168.3.189
--- registrar - 192.168.3.189:5066
--- auth user - 1111002
--- contact - <sip:1111002@192.168.3.189:5062>
--- state - registered (user 2)
--- TTL - 481 seconds

SIP REG USER 3
--- address - 1111003@192.168.3.189
--- registrar - 192.168.3.189:5066
--- auth user - 1111003
--- contact - <sip:1111003@192.168.3.189:5062>
--- state - registered (user 3)
--- TTL - 482 seconds

SIP REG USER 4
--- address - 1111004@192.168.3.189
--- registrar - 192.168.3.189:5066
--- auth user - 1111004
--- contact - <sip:1111004@192.168.3.189:5062>
--- state - registered (user 4)
--- TTL - 482 seconds
    
```

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



The screenshot shows the VEGA High Density FXS GW Configuration page. The left sidebar contains navigation options like Status, Quick Config, Expert Config, System, Logging, LAN/WAN, POTS, Dial Plan, Media, Tones, SIP, ENP, QoS Statistics, Supp. Services, Advanced, and Reports. The main content area is divided into several sections:

- System Status**
- System**
 - Product version: Vega High Density FXS
 - Serial Number: 0050582046tc
 - VEGA Firmware Version: VEGAARM_R111S014-B2B 5a
 - B2B Firmware Information: B2B-VEGAARM_R111S014-B2B 5a.img
- LAN**
 - IP Address LAN 1: 192.168.3.189
 - IP Address LAN 2: 192.168.168.2
 - LAN Gateway: 192.168.3.1
- Registrar and Proxy**
 - Domain: 192.168.3.189
 - Proxy: 192.168.3.189
 - Registrar: 192.168.3.189
- SIP Registrations**
 - Registered Users: 4 of 24 users registered
 - Buttons: **Show VEGA SIP Registrations** and **Hide VEGA B2B Registrations** (highlighted with a red box)

The SIP Registrations section displays a table of profiles:

Name	Type	Data	State
Internal	profile	sip:NetBorder@192.168.3.189:5066	RUNNING (e)
External	profile	sip:NetBorder@192.168.3.189:5066	RUNNING (e)
External::To-PBX	gateway	sip:1111000@192.168.3.30:5066	REGED
Expansion	profile	sip:NetBorder@192.168.2:5066	RUNNING (e)

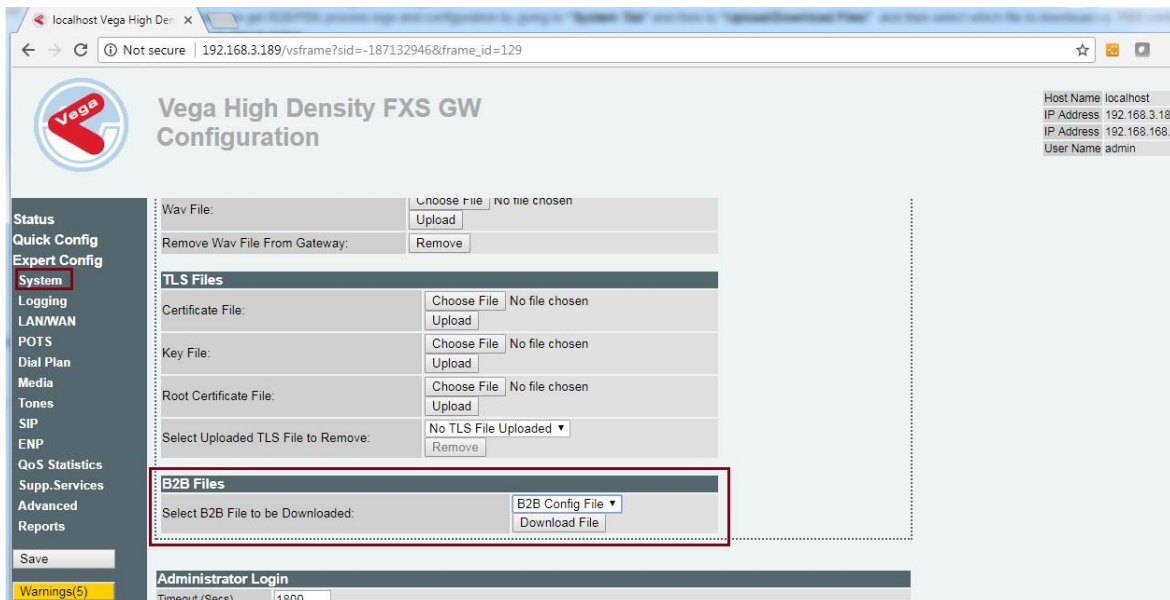
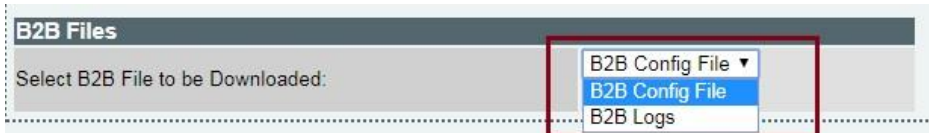
3 profiles 0 aliases

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)
```