

GRANDSTREAM NETWORKS

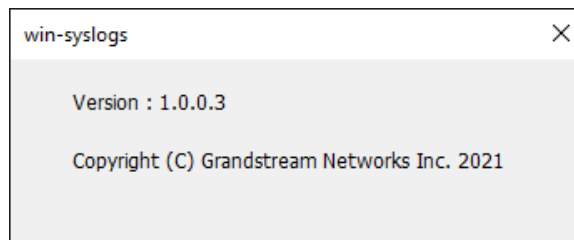
Win-Syslogs.exe Utility Tool

Version 1.0.0.3.

Date: December 10, 2021

How to use the Syslog Utility:

1. Download the utility and unzip into a folder.
2. Double click the “win-syslog.exe” file to run the utility.



3. In the windows computer, enter “cmd” at the “Type here to search” to bring up the command line interface, then enter “ipconfig” to get the IP address of the computer running the utility.

```
Microsoft Windows [Version 10.0.19043.1348]
(c) Microsoft Corporation. All rights reserved.

C:\Users\jhuan>ipconfig

Windows IP Configuration

Unknown adapter OpenVPN Wintun:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :

Unknown adapter OpenVPN TAP-Windows6:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :

Wireless LAN adapter Wi-Fi:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . : nexuswifi.com

Wireless LAN adapter Local Area Connection* 1:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :

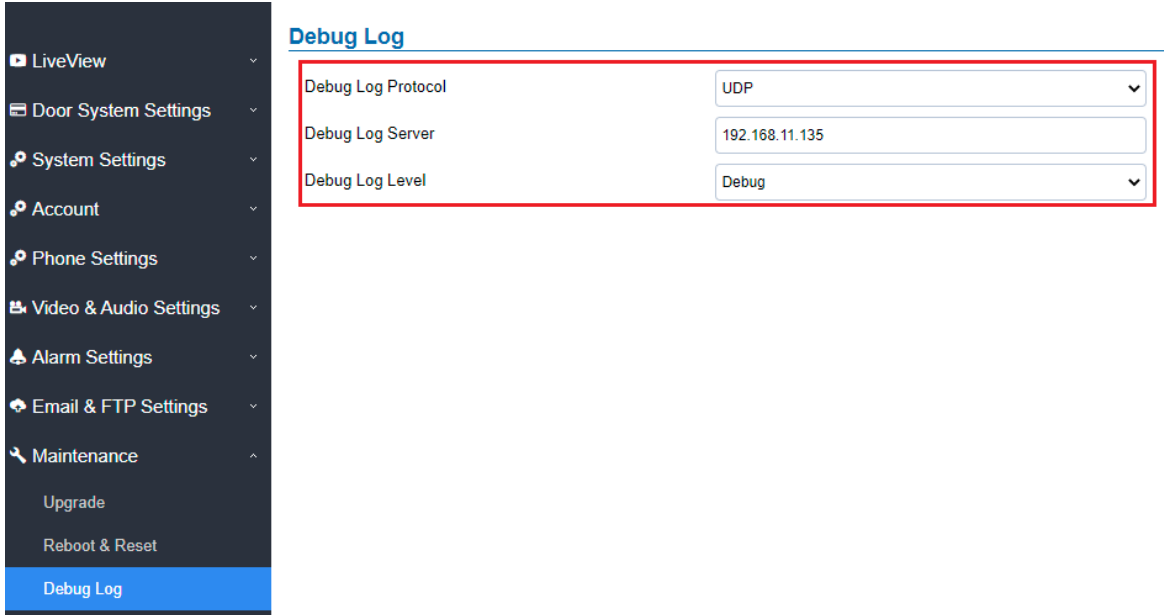
Wireless LAN adapter Local Area Connection* 2:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :

Ethernet adapter Ethernet:

    Connection-specific DNS Suffix  . : lan
    Link-local IPv6 Address . . . . . : fe80::d0f2:339c:e980:d11%15
    IPv4 Address. . . . . : 192.168.11.135
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.11.254
```

- In the device where logs needs to be collected, go to the related WebUI configuration page to enter the computer IP into the “Debug Log Server” field, so the device debugged will send the syslog debug information to the computer running the utility and the computer will collect and save the Syslog (using GDS3710 webUI as example).



- Once the configuration saved and the utility is running, the syslog will be saved in the SAME file folder where the utility is running. And the syslog will be saved via file folders named using the IP address the device debugged.

This PC > Local Disk (C:) > Grandstream > Win_Syslogs >

Name	Date modified	Type	Size
win-syslogs.exe	2/19/2021 7:31 PM	Application	206 KB
192.168.11.201	12/10/2021 2:34 PM	File folder	
192.168.11.208	12/10/2021 2:34 PM	File folder	
192.168.11.203	10/25/2021 11:35 AM	File folder	
192.168.11.155	10/25/2021 11:33 AM	File folder	
192.168.11.235	8/23/2021 9:27 PM	File folder	

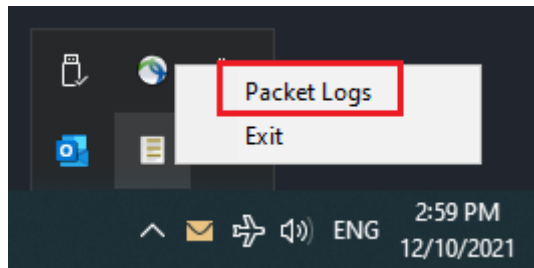
This PC > Local Disk (C:) > Grandstream > Win_Syslogs > 192.168.11.208

Name	Date modified	Type	Size
log_241897640.log	10/25/2021 11:53 AM	Text Document	171 KB
log_314941343.log	12/10/2021 2:34 PM	Text Document	0 KB

NOTE:

- The file with “0 KB” in size is the one opened to collect current logs.

6. Move mouse to the lower right corner of the computer, a file folder with “syslog” will be displayed. Right click the mouse the “Packet Logs, Exit” will be displayed.



- Click “Packet Logs” will close and save current syslog collection file into the computer hard drive and start a new syslog collection file in the same file folder.
 - Click “Exit” will exit the “win-syslogs” utility program.
7. The “.log” files can be opened via Notepad (Windows Build-in) or Notepad++ application.
8. Open Source Program “[Notepad++](#)” is recommended to be used to open the collected log files.