

# Troubleshooting

If you require assistance from a Sangoma Support Engineer please open a support ticket at <https://support.sangoma.com>. Verify that you have a valid Support Contract or Credits in order to open a ticket and receive priority support. Log into your portal account to verify at <https://portal.sangoma.com>

1. The PBX Vega Gateway Module dashboard page has a "Warning" section which will display warnings (if available) at any point of time.

The screenshot shows the Vega Gateway Manager interface. At the top, there is a navigation bar with tabs for Admin, Applications, Connectivity, Dashboard, Reports, Settings, and UCP. Below this is a "Vega Warnings" section with a red background, displaying a warning: "TFTP service for Vega configuration is not running..please enable/start from sysadmin module". Below the warning is a "Vega Gateway Manager" section with a blue background, containing a search bar and a table of devices. The table has columns for IP, Mac, Model, Running Firmware, Status, and Action. One device is listed with IP 192.168.3.190, Mac 005058206860, Model 60G, and Running Firmware VEGAARM\_R111S000a, with a status of RUNNING. Below the table, it says "Showing 1 to 1 of 1 rows". At the bottom of the page, there are logos for FreePBX and SANGOMA, along with copyright information.

2. Make sure TFTP Server is running fine. To check whether TFTP server is running or not, execute below commands and compare output.

```
cat /etc/xinetd.d/tftp |grep disable
disable          = no

#service xinetd status |grep Active
Active: active (running) since Mon 2017-11-27 05:13:43 UTC; 4h 12min ago
```

3. Vega bridge process not running warning.

The screenshot shows the Vega Gateway Manager interface. At the top, there is a navigation bar with tabs for Admin, Applications, Connectivity, Dashboard, Reports, Settings, and UCP. Below this is a "Vega Warnings" section with a red background, displaying a warning: "Vega bridge service for Vega configuration is not running.". Below the warning is a "Vega Gateway Manager" section with a blue background, containing a search bar and a table of devices. The table has columns for IP, Mac, Model, Running Firmware, Status, and Action. Below the table, it says "No matching records found".

In this case, need to check if vega\_bridge process is running or not using below command.

```
/usr/bin/systemctl status vega_bridge
```

If not running then try to run

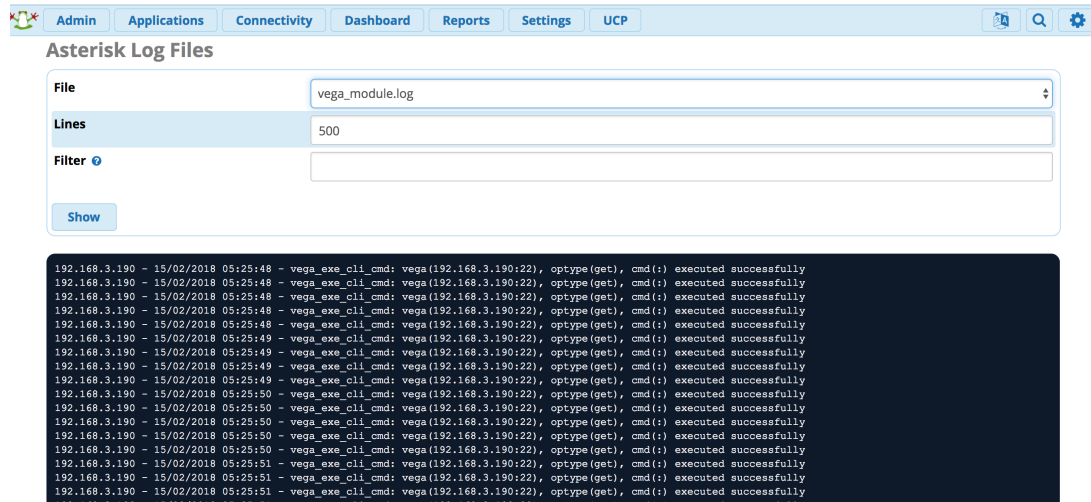
/usr/bin/systemctl start vega\_bridge

you can monitor logs to see if vega\_bridge failed to start by below command -

journalctl -u vega\_bridge -f Or look in /var/log/syslog log file.

4. Vega gateway module log is handy tool to see live interaction of the PBX Vega Gateway Module with Vega gateways. Always look for debug logs if you face any issue in communication with Vega gateways.

We can view the Vega logs from "ReportsAsterisk Log file Select "Vega module" log file "



The screenshot shows the Asterisk Log Files interface. At the top, there are navigation tabs: Admin, Applications, Connectivity, Dashboard, Reports, Settings, and UCP. Below the tabs, the title "Asterisk Log Files" is displayed. A search bar contains the text "vega\_module.log". Below the search bar, there are fields for "Lines" (set to 500) and "Filter". A "Show" button is located below the filter field. The main area displays a list of log entries, each starting with the IP address "192.168.3.190" and a timestamp "15/02/2018 05:25:48" or "15/02/2018 05:25:49". The log entries show the execution of the "vega\_exe\_cli\_cmd" command, which is used to execute "optype(get)" on the "vega" gateway. The output of the command is "executed successfully".

```
192.168.3.190 - 15/02/2018 05:25:48 - vega_exe_cli_cmd: vega(192.168.3.190:22), optype(get), cmd(:) executed successfully
192.168.3.190 - 15/02/2018 05:25:48 - vega_exe_cli_cmd: vega(192.168.3.190:22), optype(get), cmd(:) executed successfully
192.168.3.190 - 15/02/2018 05:25:48 - vega_exe_cli_cmd: vega(192.168.3.190:22), optype(get), cmd(:) executed successfully
192.168.3.190 - 15/02/2018 05:25:48 - vega_exe_cli_cmd: vega(192.168.3.190:22), optype(get), cmd(:) executed successfully
192.168.3.190 - 15/02/2018 05:25:48 - vega_exe_cli_cmd: vega(192.168.3.190:22), optype(get), cmd(:) executed successfully
192.168.3.190 - 15/02/2018 05:25:49 - vega_exe_cli_cmd: vega(192.168.3.190:22), optype(get), cmd(:) executed successfully
192.168.3.190 - 15/02/2018 05:25:49 - vega_exe_cli_cmd: vega(192.168.3.190:22), optype(get), cmd(:) executed successfully
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192.168.3.190 - 15/02/2018 05:25:50 - vega_exe_cli_cmd: vega(192.168.3.190:22), optype(get), cmd(:) executed successfully
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192.168.3.190 - 15/02/2018 05:25:51 - vega_exe_cli_cmd: vega(192.168.3.190:22), optype(get), cmd(:) executed successfully
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192.168.3.190 - 15/02/2018 05:25:51 - vega_exe_cli_cmd: vega(192.168.3.190:22), optype(get), cmd(:) executed successfully
```