

## Capturing a Coroner Log and Network Trace

LifeSize video communications systems include a diagnostics interface that can assist LifeSize Technical Services personnel in diagnosing product behavior. You can capture a coroner log and network trace from this interface to provide valuable information to the Technical Services team. The coroner log includes system log file data detailing the components of the LifeSize system and their status. The network trace is a standard tcpdump trace that gathers H.323 or SIP data. This technical note describes the diagnostic interface available in LifeSize software v4.5 and later.

### Capturing a Coroner Log

Follow these steps to capture a coroner log:

1. In a browser, enter the IP address of the system followed by **/support/coroner.php** as in the following example:

`https://10.10.20.125/support/coroner.php`

2. When prompted, enter the default username and password.

*Username:*     **cli**  
*Password:*    **lifesize**

**Note:** If you are using software release v4.5 on a LifeSize Room series, LifeSize Team series, or LifeSize Express series system, changing the password for the command line interface user `auto` with the `set password` command and then rebooting the system also changes this password. For more information about changing the command line interface password refer to the *LifeSize Automation Command Line Interface* manual for the software release installed on your LifeSize system.

The **Coroner Diagnostic Utility** page appears.

### Coroner Diagnostic Utility

The current system time is Mon Dec 7 13:46:36 CST 2009

Coroner is a tool that gathers diagnostic information about the system and packages it into a file that may be downloaded and provided to the manufacturer for analysis.

This process takes about 5 minutes to complete and you should not use the system while coroner is running.

Coroner Capture Options:

Capture Camera snapshots (only if needed, adds size and time).

Capture extra information (if this is an audio related issue or if this is a tethered phone issue).

[Return to main /support page](#)

**Note:** If a coroner file has previously been captured, it may still display as available to download. To capture a new coroner file, select **Delete this coroner file and capture a new one**.

3. Select the appropriate **Coroner Capture Options** for your capture. (Adding the video or audio options increase capture time and file size. Therefore, only add them if they are specific to your problem or LifeSize Technical Services requests them.)

**Note:** The **Capture Camera snapshots** option is not supported with a LifeSize Room 200 or a LifeSize Room 220 system with three cameras (two LifeSize Camera 200s and a LifeSize Camera).

4. Click **Start** to begin the capture process. The page changes to indicate the capture is in progress and updates every 10 seconds until it is complete.

**Note:** This process may take several minutes.

5. When complete, the page shows that a coroner file was captured. Right-click on **coroner.dat** and select the appropriate save as option for your browser.
6. Give the file a meaningful name and save the file.
7. Send this file to LifeSize Technical Services, including the following associated information.
  - The activity being performed on the system.
  - The IP addresses and make/model of other systems involved in the call.
  - The version of software installed on the devices involved.
8. If you have multiple coroner logs, rename the files before sending them to LifeSize.

## Capturing a Network Trace

Follow these steps to capture a network trace:

1. In a browser, enter the IP address of the system followed by **/support** as in the following example:

`https://10.10.20.125/support`

2. When prompted, enter the username and password. The default values are:

**Username:** **cli**  
**Password:** **lifesize**

**Note:** If you are using software release v4.5 on a LifeSize Room series, LifeSize Team series, or LifeSize Express series system, changing the password for the command line interface user `auto` with the `set password` command and then rebooting the system also changes this password. For more information about changing the command line interface password refer to the *LifeSize Automation Command Line Interface* manual for the software release installed on your LifeSize system.

The **Diagnostic Access** page shows the current status. In the **Actions** section of the page, **Network Trace** is enabled by default.

## Diagnostic Access

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### Current Status

Uptime: 3 days 5:56 load average: 0.02 0.10 0.08  
 Network Trace: ENABLED  
 Current MTU Size: 1440  
 Local Diagnostic Access: ENABLED  
 No active local connections.  
 Remote Diagnostic Access: DISABLED

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### Actions

Coroner:	<a href="#">Go to Diagnostic Capture Page</a>
Advanced Comm Settings:	<input type="button" value="Go To"/>
Advanced Audio Settings:	<input type="button" value="Go To"/>
Advanced Camera Settings:	<input type="button" value="Go To"/>
Call Detail Records:	<input type="button" value="Select"/>
MediaWaitForConnect is disabled:	<input type="button" value="Enable"/>
Primary display delay is disabled:	<input type="button" value="Enable"/>
Secondary display delay is disabled:	<input type="button" value="Enable"/>
VSAT mode is disabled:	<input type="button" value="Enable"/> <b>Note:</b> Clicking this button will cause the system to reboot!
Temperature Info:	<input type="button" value="Show"/>
Show Reset Log:	<input type="button" value="Show"/>
Show Upgrade Log:	<input type="button" value="Show"/>
Network Trace:	<div style="display: flex; align-items: flex-start;"> <div style="flex: 1;"> <input type="button" value="Basic network tracing"/> </div> <div style="flex: 2; font-size: 0.8em; padding-left: 5px;"> <pre>(((port 5060) or (udp port 1718) or (udp port 1719) or (tcp port 1720) or (tcp port 2222) or (tcp port 1722)) or ((src host 10.10.20.176) or (src host 10.254.128.1)) and (tcp and ((tcp[0:2] &lt;= 64999) and (tcp[0:2] &gt;= 60000)))) or (((dst host 10.10.20.176) or (dst host 10.254.128.1)) and (tcp and ((tcp[2:2] &lt;= 64999) and (tcp[2:2] &gt;= 60000))))</pre> </div> </div>
Download <a href="#">Current Trace (7363b)</a>	
Ping:	<input type="text"/> <input type="button" value="Ping"/>
Traceroute:	<input type="text"/> <input type="button" value="Traceroute"/>
Change MTU Size:	<input type="text"/> <input type="button" value="Change"/>
Set DVD A/V Sync Delay:	<input type="text"/> (-1 for default) <input type="button" value="Set"/>
Local Diagnostic Access is enabled:	<input type="button" value="Disable"/>
Remote Diagnostics:	Port: <input type="text" value="22"/> ID: <input type="text"/> <input type="button" value="Connect"/>

this screen.

A new trace file is created when the previous trace file size reaches 1Mb. You can download either the current trace or the previous trace, if available.

**Basic network tracing** is the default for **Network Trace** and captures only call signaling and some gatekeeper/SIP registration information. The **Advanced network tracing** setting captures much more information (all TCP and UDP traffic) and consumes much more memory. Generally, do not use **Advanced network tracing** unless LifeSize Technical Services requests it, and change back to **Basic network tracing** when you have captured the advanced trace.

3. To save a trace, right-click **Download Current Trace** or **Download Previous Trace** and select the appropriate save as option for your browser.
4. Give the file a meaningful name and save the file.
5. Email the trace files to LifeSize Technical Services.

## Disabling the Network Trace Capability

To disable network trace capability, follow these steps:

1. In the **Actions** section of the **Diagnostic Access** page, select **Tracing disabled** from **Network Trace**. The page will refresh.
2. In the **Current Status section**, verify the value for **Network Trace** is **DISABLED**.