

Advantages of Using Digitalk Log Parser

Every Digitalk Administrator knows that searching through the log files generated by the switch in order to track down the usual issues is a painstaking process, time consuming and sometimes leading to no answer. This is mainly because the switch logs the events as they happen and thus all calls are mixed up, making the task of isolating individual calls very difficult; also there is no control over time ranges across calls and the single clue that may help would be the creation date/time of the log files. Moreover, to reach the log files, one must either download them on a local machine (it takes a lot of time) for faster access or to log in the switch remotely and perform searches within the logs (still very slow) – and in both cases the user must have a VPN connection to the switch.

With the new Digitalk Log Parser v.1.0 all the above hassle is eliminated. This software was designed to read the logs as the switch write into them (no overhead for the server) and organize this data in a meaningful way. And for the interface, everything is web driven and calls are 'magically' refreshed and displayed into organized columns containing the most important info, including the reason for ending of each call, while a link at left would display the complete and fully isolated log for any specific call. And with the features like filtering and time range selection you have the picture of a powerful, versatile tool that saves many hours of work and brings your switch uptime to a professional level.

And still, there is one more important point: if you subscribed to Digitalk Support and there are more complex issues you can not handle, every time a case is to be opened you will have the complete logs available to attach and therefore you may expect a faster and more efficient reply from Digitalk Engineers.

To summarize:

- » Real-time parsing of Digitalk logs and storage at server side.
- » Blazing fast access to all parsed calls via a web page -- Front-Office equipped workstation or VPN connection are NOT needed to access the logs. A web browser is all you need, even on a mobile phone device browser - See here...
- » Humman readable display, one call per line -- shows clearly ingress-route-egress details
- » Intelligent filtering on any field and time range for all available calls.
- » Rapid determination of reasons for ending each call displayed.
- » Partitions and account are displayed by their names and not by their IDs.
- » Easy to submit any individual call log to Digitalk Support for futher analyze.