

## Enabling queue logs in FreePBX



### How do you enable queue call logs in FreePBX ?

With the latest update of FreePBX, you might notice that some logs are missing.

One of these logs is the “queue\_log” file, usually found in “/var/log/asterisk/queue\_log”.

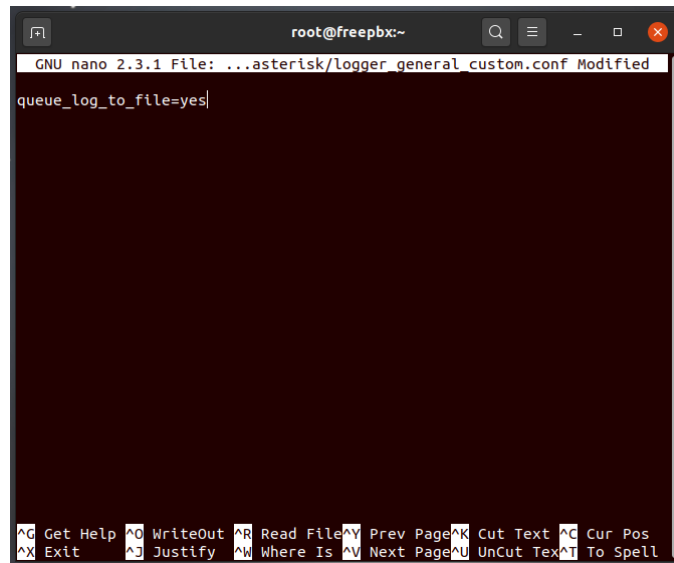
The queue\_log file contains all the queue information that QueueMetrics uses to create the reports and Live stats.

If this file is missing, your reports and Realtime View will not show any calls.

If FreePBX is not writing data in the queue\_log file, make sure that your Asterisk is configured to access and write the information.

Find the `/etc/asterisk/logger_general_custom.conf` file on your PBX and add:

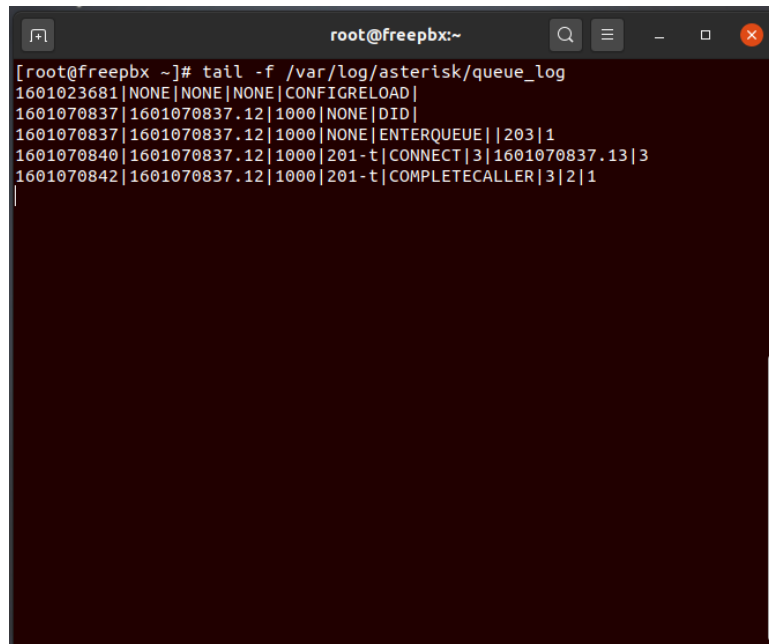
```
queue_log_to_file=yes
```



```
root@freepbx:~
GNU nano 2.3.1 File: ...asterisk/logger_general_custom.conf Modified
queue_log_to_file=yes|
^G Get Help ^O WriteOut ^R Read File ^Y Prev Page ^K Cut Text ^C Cur Pos
^X Exit ^J Justify ^W Where Is ^V Next Page ^U UnCut Text ^T To Spell
```

Reboot the PBX and make sure that calls are being logged in the queue\_log file.

- read the queue\_log file with: `tail -f /var/log/asterisk/queue_log`
- log an extension on the queue
- call the queue
- pick up the call with the logged extension
- look at the logs and make sure the call records are added

A terminal window titled 'root@freepbx:~' with search, menu, and window control icons. It displays the command 'tail -f /var/log/asterisk/queue\_log' and its output, which consists of several lines of log data in a pipe-separated format. The logs show events like CONFIGRELOAD, DID, ENTERQUEUE, CONNECT, and COMPLETECALLER with associated timestamps and IDs.

```
root@freepbx:~  
[root@freepbx ~]# tail -f /var/log/asterisk/queue_log  
1601023681|NONE|NONE|NONE|CONFIGRELOAD|  
1601070837|1601070837.12|1000|NONE|DID|  
1601070837|1601070837.12|1000|NONE|ENTERQUEUE||203|1  
1601070840|1601070837.12|1000|201-t|CONNECT|3|1601070837.13|3  
1601070842|1601070837.12|1000|201-t|COMPLETECALLER|3|2|1
```

If you are still not seeing the logs, run the debugging process again or get in touch with FreePBX support.

### QueueMetrics References

QueueMetrics software is available for FreePBX, Yeastar S PBX, Grandstream PBX, Issabel, FusionPBX, MiRTA PBX and most Asterisk distros. We offer a concierge service for potential customers, so we will do the integration with you and will walk you through the first steps on QueueMetrics with a free on-line meeting.

For more technical information please refer to the [User Manual](#).

Visit [www.queuemetrics.com](http://www.queuemetrics.com) for a free full featured trial.

Attend our [Free Webinars](#) for a live demonstration of QueueMetrics.