How to troubleshoot cost file upload issues

Applies to VoipNow 3.X.X and 4.X.X!

To create a call cost file, you must use the following format. For more details on channel costs, visit this page.

```
This is an example of a valid cost file. Each line of the .csv file must be written in the following format:
<Area code>, <Cost>, <Charge interval>, <Description>, <Network>, <Setup cost>, <Maximum charge>

The following record is valid:
0033, 0.02, 60, Description, MobiCom, 8, 4999

This cost rule signifies that for calls prefixed with the 0033 code, the extension is charged 0.02 <currency>
every 60 seconds, whereas the one time setup cost is 8 <currency> and the maximum amount allowed for this area
code is 4,999 <currency>.

The <currency> is the one defined in the Unified Communications  Settings  Zero Priority  Charging Preferences
page. This cost rule applies to the MobiComnetwork (the network code must be provided). The Description field
can be used for associating a note to the cost rule.

Other examples of valid records:
043, 0.02, 60, Cheap land calls, LandTel, 0, 150
0040, 0.20, 30, Romania, RomTelCo, 0.99, 9999999
```

Another way to get a format example is to manually add costs in the interface, then export the file and use it as an example.

Step-by-step guide

Here are some of the potential issues you might encounter.

Format is not correct

On VoipNow 3.5.0 and higher versions, you will get an error message telling you what lines to check.

You can take some lines from your cost file and upload them to check the format and thus avoid any file-size related issue.

File is too large

You can first try to extend the size of the cost file for upload.

For that you should go to **Unified Communications >> Web interface >> Interface Settings >> Maximum uploaded file size**. If you still cannot upload it and you get timeouts, check the php_error.log:

```
/usr/local/voipnow/admin/log/php_error.log
```

During upload, you might get a memory-related error like this:

```
[11-Sep-2015 04:17:32 Pacific/Honolulu] PHP Fatal error:  Allowed memory size of 268435456 bytes exhausted
(tried to allocate 4097 bytes) in /usr/local/voipnow/admin/htdocs/plib/app_components/channel/class.Channel.php
on line 269
```

If so, edit /usr/local/voipnow/admin/conf/fpm.conf and increase the memory allocated here to 512 MB for example:

```
php_admin_value[memory_limit] = 256M
```

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- How to debug 504 gateway timeout
- How to block specific countries from accessing your server
- How to create a configuration template for a certain SIP device
- How to set up a SIP channel to interconnect with Skype forBusiness account