

Gathering Log Files from an IIS Web Server

Document ID: 22152

Introduction

Prerequisites

Requirements

Components Used

Conventions

Identify the IIS Log File Location

Nondefault IIS Log File Location

Gather Log Files

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

You can use log files from Microsoft Internet Information Server (IIS) when you troubleshoot issues with Cisco web-based products. This document describes where to find these log files.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- How to navigate in a Windows environment

Components Used

The information in this document is based on these software and hardware versions:

- Cisco Collaboration Server version 5.0 and later
- Cisco Media Blender version 5.0 and later
- Cisco Trailhead Server version 4.0
- Cisco Dynamic Content Adapter version 2.0.1
- WebView for Cisco ICM version 4.6.2 and later

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

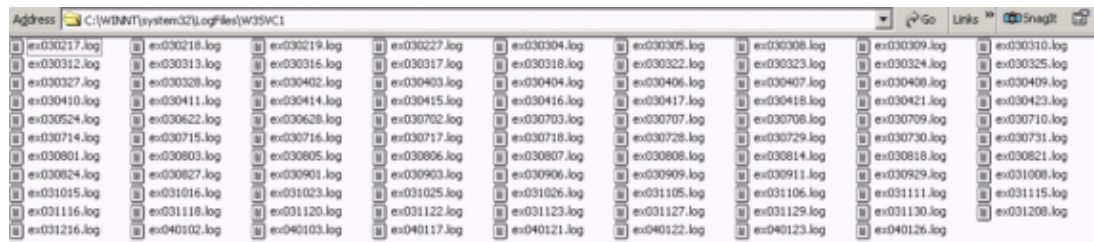
Refer to Cisco Technical Tips Conventions for more information on document conventions.

Identify the IIS Log File Location

By default, IIS log files reside in the `c:\winnt\system32\LogFiles\W3SVC1` directory. These files have the naming convention **ex*.log** (see Figure 1). These files contain information on client requests against

the web server.

Figure 1 Naming Convention



Nondefault IIS Log File Location

Use the Internet Services Manager to determine the settings for logs within IIS. Here is the default program location, depending on the operating system version:

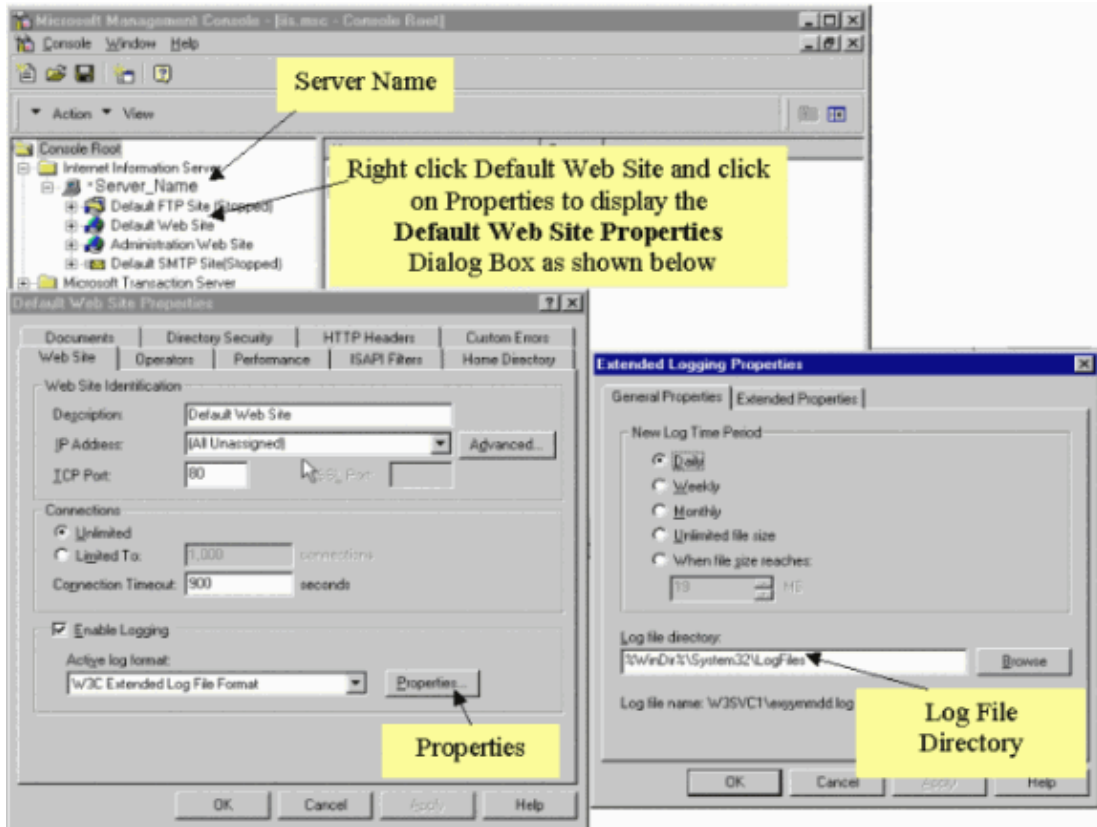
- **Windows 2000** Click **Start > Settings > Control Panel > Administrative Tools > Internet Services Manager**.
- **Windows NT 4.0** **Start > Programs > Windows NT 4.0 Option Pack > Microsoft Internet Information Server > Internet Service Manager**.

When you select the Internet Service Manager option, the Internet Services Manager window opens.

Complete these steps:

1. Double-click **Internet Information Services** to view the list of associated servers.
2. Double-click the server name to view the list of sites on the server.
3. Right-click the site name in use (usually "Default Web Site") and choose **Properties**.
4. Click **Properties** in the **"Enable Logging"** section at the bottom of the dialog box.

Figure 2 The Log File Directory Field



You can now see a field called **Log file directory**, which lists the directory that is currently set for logging.

Gather Log Files

After you determine the location of the log files, navigate to that directory in order to review the log files. You can use a standard text editor to read the files. If you want to retrieve logs related to a Cisco TAC case, ensure that you gather all logs that cover the time before and during the issue.

NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Customer Contact Software

IP Communications and Video: Contact Center

Related Information

- [Technical Support & Documentation – Cisco Systems](#)

All contents are Copyright © 2006–2007 Cisco Systems, Inc. All rights reserved. Important Notices and Privacy Statement.

Updated: Feb 17, 2005

Document ID: 22152