Using the Support Features

Customizing Your Log

You can generate log files that show activity on your entire system or for specific meetings. Use the log files to troubleshoot problems or to submit to the Cisco Technical Assistance Center (TAC) when you need assistance.

Note　We recommend that you generate your log file during non-business hours. The large size of the log file can affect system performance.

Note　Log data is retained for 30 days. However, if you upgrade a Cisco WebEx Meetings Server 1.x deployment to Release 2.0, the log data from Release 1.x will not be transferred to the Cisco WebEx Meetings Server 2.0 system and therefore not available after the upgrade to Release 2.0 is complete.

Procedure

Step 1　Sign in to the Administration site.

Step 2　Select **Support** > **Logs**.

Step 3　Complete the fields on the **Customize Your Log** page and select **Submit**.

Field	Description
(Optional) Case ID	Enter your Cisco TAC case ID. Case IDs are obtained from the Cisco TAC when they are assisting you with a case. Using this feature enables you to associate the logs you generate with the case ID.

Field	Description
Type	Select the log type. You can select **Overall System Log** or **Particular Meeting Log**. An Overall System Log contains all the specified log information for your system and Particular Meeting Log collects logs and data from the database for MATS processing. **Default**: Overall System Log
Range	Select the range for your log. You must specify starting and ending date and time for your log. The limit is 24 hours. Log data is only available for the last 30 days. **Note** To generate logs longer than 24 hours you must repeat this operation, selecting consecutive date-time ranges. Each operation results in the creation of a separate log file. For example: To generate logs from January 1 to January 3, first select a date range from January 1 to January 2, select **Submit** and download the log file created. Next select a date range from January 2 to January 3, Select **Submit** and download the log file created.
Include	Specify the data you want to include in your log. **Default**: All Activities

Your log is generated and an email is sent to you containing a link to download the log.

Setting Up a Remote Support Account

If you are having technical issues and contact the Cisco TAC for assistance, you can set up a remote support account to grant a TAC representative temporary access to your system. This product does not provide CLI access to administrators and therefore requires a TAC representative to troubleshoot some issues.

Procedure

Step 1   Sign in to the Administration site.

Step 2   Select **Support** > **Remote Support Account**.

Step 3   Select **Enable Remote Support**.

Step 4   Complete the fields on the **Remote Support Account** page and select **Create Account**.

Field	Description
Remote Support Account Name	Enter a name for your remote support account (6–30 characters).
Account Life	Specify the duration of the account in hours. The maximum is 720 hours (30 days).
Decoder Version	Select **2- Webex Meetings Server**. **Note** If you have a remote support account that was active prior to the release of Cisco WebEx Meetings Server Version 1.5, you do not have to configure this setting.

The **Remote Support Account Creation** dialog box appears, displaying your pass phrase code. Contact Cisco TAC and provide the Remote Support Account Name and the pass phrase code to allow Cisco Support personnel access to your system.

Disabling a Remote Support Account

Procedure

Step 1 Sign in to the Administration site.

Step 2 Select **Support** > **Remote Support Account**.

Step 3 Next to the status message, "Remote Support is enabled," select the **Disable It** link.
Your remote support account is disabled.