



Logging

CiscoWorks Common Services provides a variety of logs to track the activities within CiscoWorks Common Services and CiscoWorks Common Services client applications. These logs are available only if you have Management Centre (MC) applications installed on your server. The following logs are available to CiscoWorks Common Services administrators with the appropriate privileges:

- **Completed Jobs**—Lists the CiscoWorks Common Services jobs that have completed, and provides information about the success or failure of each job.
- **Scheduled Jobs**—Provides information, listed by date, of all future jobs scheduled in CiscoWorks Common Services. Additionally, you can access job properties from this report and change job option settings.
- **Backup Jobs**—Provides a detailed report of all backups performed on the CiscoWorks Common Services databases. The report includes the date, time, initiator, success or failure of the backups, and whether the backup was scheduled or on demand.
- **Restore Jobs**—Provides a detailed report of all database restores, including the date, time, initiator, and success or failure of the restore.
- **Audit Logs**—Provides detailed information about user activities in the client applications. Audit logs do not provide information about user activities in CiscoWorks Common Services.
- **Operation Logs**—Provides detailed information that is used by Cisco support specialists when diagnosing problems with CiscoWorks Common Services or a client application.

Viewing Completed Jobs

You can view a list of all jobs that have completed. The list of jobs is sorted by date and includes scheduled and on demand jobs.

To view a list of completed jobs:

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- Step 1** Select **VPN/Security Management Solution > Administration > Logging > Completed Jobs** in the navigation tree.

A list of dates on which jobs were completed appears.



Note The **VPN/Security Management Solution** drawer is available only if Management Center (MC) applications are installed on your server.

- Step 2** Click a date to view the list of jobs there were completed on that date. The following information is displayed for each job that was performed on the selected date:

- A job ID.
 - The time the job was performed.
 - The type of job that was performed.
 - The number of times the job was performed.
 - The interval between the jobs.
 - The status of the job.
 - The e-mail notification recipients.
 - The owner of the job.
 - The type of job (scheduled or on demand).
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Viewing and Editing Scheduled Jobs

You can view a list of all scheduled jobs. The jobs are sorted by the date on which they are scheduled to occur.

From the Scheduled Jobs Details page, you can delete the job or open the properties for a scheduled job and change the job option settings.

To view a list of scheduled jobs:

Step 1 Select **VPN/Security Management Solution > Administration > Logging > Scheduled Jobs** in the Navigation tree.

A list of dates on which jobs are scheduled to occur appears.

Step 2 Click a date to see jobs that are scheduled to occur on that date.

The Scheduled Jobs Details page appears, displaying information about all jobs that are scheduled to occur on the selected date. This information includes the following:

- The Job ID.
- The time the job is scheduled to start.
- The type of job (backup).
- The interval between the jobs, if the job has been scheduled to repeat.
- The number of occurrences remaining, if the job has been scheduled to repeat.
- The directory where the backup will be saved, if the job shown is a backup job.
- The e-mail addresses of anyone who will receive an e-mail notification of the job status.
- The login ID of the person who scheduled a job.
- A link to the job properties of each job.

Step 3 To delete a scheduled job, follow these steps:



Note Deleting a scheduled job that has multiple occurrences removes all occurrences of that job.

- a. Click the **Edit** link in the Edit Job column.
The job properties are displayed.
- b. To delete the job, click **Delete**.
A confirmation dialog appears.
- c. Click **Yes**.
A status message informs you that the job was deleted.
- d. Click **OK** to close the status message.

Step 4 To edit a scheduled job, follow these steps:

- a. Click the **Edit** link in the Edit Job column.
The job properties are displayed.
- b. Change the job properties.
- c. Click **Finish**.
A status message appears.
- d. Click **OK** to close the status message.

Step 5 To return to the Scheduled Jobs page after viewing job details, editing a job, or deleting a job, click **Scheduled Jobs** in the navigation tree.

Viewing Backup Jobs

The Backup Jobs log displays the status of all backups sorted by date.

To view a list of all backup jobs, follow these steps:

Step 1 Select **VPN/Security Management Solution > Administration > Logging > Backup Jobs** in the navigation tree.

A list of dates on which backup jobs were completed appears.

Step 2 Click a date to view the list of jobs there were completed on the selected date.

The following information is displayed for each job that was performed on the selected date:

- **Start Time**—The time the backup job started.
 - **Scheduled or Immediate**—Whether the backup job was a scheduled job or run on demand.
 - **Client List**—The databases that were backed up.
 - **Status**—Whether the backup succeeded or failed.
 - **End Time**—The time the backup job ended.
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Viewing Restore Jobs

The Restore Jobs log displays information about all restores that have been performed on the CiscoWorks Common Services database. The information is sorted by date.

To view a list of all restore jobs, follow these steps:

Step 1 Select **VPN/Security Management Solution > Administration > Logging > Restore Jobs** in the navigation tree.

A list of dates on which restore jobs were completed appears.

Step 2 Click a date to view the list of jobs there were completed on that date.

The following information is displayed for each job that was performed on the selected date:

- **Start Time**—The time the restore job started.
 - **Client List**—The databases that were restored.
 - **Status**—Whether the restore succeeded or failed.
 - **End Time**—The time the restore job ended.
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Viewing Audit Logs

Audit Logs track system activities that occur within CiscoWorks Common Services client applications. Each client application determines what specific activities are logged; however, the following types of activities are typically logged by all client applications:

- **User Login**—A log entry is made each time a user logs in to a client application.
- **User Logout**—A log entry is made each time a user logs out of or shuts down a client application.
- **Activity State Change**—A log entry is made for each create, open, close, submit, and undo activity that occurs in a client application.
- **Authorized Commands**—A log entry is made each time a user performs an operation that requires authorization in a client application.
- **Wizard Completion**—A log entry is made each time a wizard is used and finished in a client application.

Activities specific to CiscoWorks Common Services are not logged in Audit Logs. Activities such as backups and restores are logged separately.

Audit Logs are stored as comma-separated value lists (CSVs). If you are using local authentication, the files are stored on the local server. If you are using ACS authentication, the files are stored on the ACS server and you can view them from within both ACS and CiscoWorks Common Services.

To view Audit Logs:

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- Step 1** To view Audit Logs from CiscoWorks Common Services, follow these steps:
- Select **VPN/Security Management Solution > Administration Logging > Audit Logs** in the CiscoWorks Common Services navigation tree.

A list of Audit Logs appears. The Audit Logs are listed in chronological order, with the most recent logs appearing at the top of the list. The logs are named and listed by the date on which they were created, for example `Audit-Log 2002-10-13.csv`.

- Click a date to view the audit events that occurred on that date.
The audit events for the selected date appear.

- Step 2** To view the Audit Logs from ACS, follow these steps:

- Click **Reports and Activity** in the ACS Navigation bar.

A list of report types appears.

- Click **TACACS+ Administration**.

A list of Audit Logs appears. The Audit Logs are listed in chronological order, with the most recent logs appearing at the top of the list. The logs are named and listed by the date on which they were created, for example an Audit Log created on 13 October 2002 is named `TACACS+ Administration 2002-10-13.csv`.



Note If you configure ACS to use Day/Month/Year format, an Audit Log created on 13 October 2002 is named `TACACS+ Administration 2002-13-10.csv`.

- Click a log file to view audit events that occurred on that date.
The audit events for the selected date appear.
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Viewing Operation Logs

Operation Logs contain diagnostic information that may be useful in support situations. When speaking to the Cisco Technical Assistance Center (TAC), you may be asked to provide information contained in this log.

Additionally, the CiscoWorks Common Services client applications contain a support tool that creates a support package containing this information. However, the information contained in the logs is not useful for self-diagnosing problems with CiscoWorks Common Services or client applications.

To view operation data:

Step 1 Select **VPN/Security Management Solution > Administration > Logging > Operation Log** in the navigation tree.

All applications, including CiscoWorks Common Services, that have created Operation Logs are listed.

Step 2 Click the application link to view the Operation Logs for that application.

The Operation Logs for the selected application appear. They are listed in chronological order, with the most recent logs at the top of the list.

Step 3 Click a date to view the Operation Log details.



Tip

To view another Operation Log, you can use the Back button on your web browser to return to the Operation Log list, and then select another log.

Detailed operation information for the selected date appears. If a log message is larger than the space available in the Message field, only part of the message appears, along with a link to the full text of the message.

Step 4 To see the full text of a message, click **more**.

The Operations Log Data Viewer – Detailed Message page appears.
