# Debug Logs on the Cisco Business Mobile App

## **Applicable Software | Version**

Cisco Business Mobile App | 1.0.24 (link to the App Store)

### **Objective**

This article explains how to collect and download debug logs when using the Cisco Business Mobile app.

## System Requirements for Cisco Business Mobile app

The Cisco Business Mobile app is supported on Apple iOS-based devices running iOS version 13.0 and above.

The following Cisco Business devices can be managed by the Cisco Business Mobile app:

- Cisco Business 220 Series Smart Switches
- Cisco Business 250 Series Smart Switches
- Cisco Business 350 Series Managed Switches
- Cisco Business 100 Series Access Points
- Cisco Business 100 Series Mesh Extenders
- Cisco Business 200 Series Access Points

#### Introduction

#### Enable Debug Logging and Export the Log

Logging can be extremely helpful when troubleshooting. Logs provide in-depth, detailed information that can be exported to a number of locations (relevant applications on your device). You can then open the logs and review them. As of version 1.0.20, old logs are not purged. New logging information is added to the old. This can take a lot of storage if left on, so only turn this on for as long as you need it.

#### Step 1

Click on the **More** button.

All Sites LabNetwork				
MINOR ISSUES Check notifications to resolve issues and better performance.				
Information updated right now. Pull down to refresh				
Network Settings	+ Add Devices			
Networks & Devices				
2 WiFi Networks	& 2 Wired Networks			
₩ 9 Network Devices	<ul><li>1 Offline</li><li>8 Online</li></ul>			
Usage				
2 Clients Connected	C Most used app icloud			
Performance				
60 Unrecognized Access Points	d ((•)) O Radio Interferers			
All Sites	P More			

#### Step 2

Click the toggle button to enable debug logs.



Step 3

Select a location for the logs to be sent. You can send them to applications that have the ability to receive information such as Notes, email, WebEx, AirDrop, etc. In this example, the logs are sent to Notes, where the file will be stored.

Settings		
Cisco Business Version v1.0.19	6	
Settings		
Touch ID		
Enable debug logs		
CiscoBusinessLog Text Document · 1.5 MB	×	
AirDrop Mail Notes	Kindle R	
Сору	Ф	
Add Tags	$\odot$	
Save to Files		
Step 4		

Name the file that will be stored and then click **Save**.

	Cattings	
Cancel	Notes	2 Save
SAVE TO:		
New Note	e	>
This attacl	hment will be saved in a n	ew note.
Debug log	g 🚺	
CiscoBus 1.5 MB	sinessLog.log	
		1000
Q W E	R T Y U	I O P
AS	DFGHJ	K L
◆ Z	XCVBN	M
123 😅	space	return

Don't forget to go back and toggle off the Debug Log once you have downloaded the logs. Be sure to save this log (to share) if you contact support in the <u>Help Section</u> of the App.

#### Conclusion

Now you know how to get logs and how to download them.

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