

Generate Webex Logs

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Introduction

This document describes how to generate Webex logs in desktop and mobile.

Prerequisites

Requirements

Cisco recommends that you have knowledge of this topic:

- Cisco Webex

Components used

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

- Cisco Webex

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

Troubleshooting

Desktop

Open the Webex app, click your profile picture, then navigate to **Help > Health Checker**, click **Diagnostics > Export all data**, enable **Save problem report files** and click **Export**. By default, the app asks to save the logs on Downloads, however, you can select your preferred location.

This process creates a ZIP file which contains three files: the logs, the Calling Environment Data and the Diagnostics HTML.

Mobile

Open the Webex app, click your profile picture, then navigate to **Report an Issue**, select **Calling** in the **Product Area**, click **Choose (required)** to define the issue that you have, then describe the issue in the textbox, enable the **Attach calling environment data** toggle and hit **Send**.

This process sends the logs to the Cloud for analysis and provides a Feedback ID. This is a unique identifier of the logs collected. Save it so you can provide it to TAC.