System State Reports

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The System State Report feature enables easy capture and export of system state data for Cisco StadiumVision servers. This information can be sent to a remote support engineer to help troubleshoot any issues that occur with the system.

Information About System State Reports

Figure 1 shows the System State Report screen.

Figure 1   System State Report Screen

Table 1 describes the options provided on the System State Report screen.

Table 1   System State Report Screen Description

Category	Description
Report Destination	Allows you to choose whether you want to download the report or view it in your browser window. If you check **Download report**, your browser will download the resulting report when the system state report is ready. You can save this file on your computer, view its contents, and mail it to support personnel. If you check **View in browser**, the resulting report is available for immediate viewing online via the link provided.
Level	Selects the level of detail you want in the report. • **Basic First Level**: Provides detailed information of the system state, including information on configuration and current performance of the hardware, the operating system, the database, the Java VM, and the SV application. • **Java Heap Dump**: Displays a report indicating the internal activities of the selected Java Virtual Machine (JVM). Before running the report, you will see a selection screen showing the process ID, the name of the JVM, and its command line. Select one of the JVMs that you wish to get the head dump for, then click **Get Heap Dump**. The heap dump report will generate. Exercise care in taking a heap dump, because while this is running, it can affect system performance. • **Full SVD Logs**: Displays a list of system log files available for retrieving from the server and copying to your local drive or sending to Cisco Support. If you select **View in Browser**, then you can view the logs online as well.
Previous Reports	Lists up to 15 of the most recent exports of the system state reports that were collected. The reports may have been collected from someone accessing this request page, or from a system scheduled task. You can select one of the links to download to your local drive to view or email to Cisco support.

How to Run a System State Report

This section includes the following tasks:

Running a System State Report Manually

To run a system state report manually, complete the following steps:

Step 1   From the Cisco StadiumVision server or remote server Main Menu, click **System State Report**.

Step 2   Select one or both report destination types, **Download report** and/or **View in browser**.

Step 3   Under Level, select the type of report that you want to run.

Step 4   Click **Get System Status**.

A status bar is displayed while the report is generating.

Scheduling a System State Report

You can extract the system state data on a periodic basis through the **Tools > Advanced > Scheduled Tasks** function in the Management Dashboard. The reports generated can be viewed under **Previous Reports** on the main System State Report page.

To create a scheduled task, use the following procedure:

Step 1   Open the Dashboard and select **Tools > Advanced > Scheduled Tasks**.

Step 2   Click **Add Row** and add a row with the task type being **SystemStateExtractorTask**.

Step 3   Enter a task time as desired.

Step 4   Click **Apply**.

The reports generated can be viewed under **Previous Reports** on the main System State Report page.

Viewing Reports

After manually running a report, the screen displays "Report is ready" as shown in Figure 2.

Figure 2   ***Report is Ready***
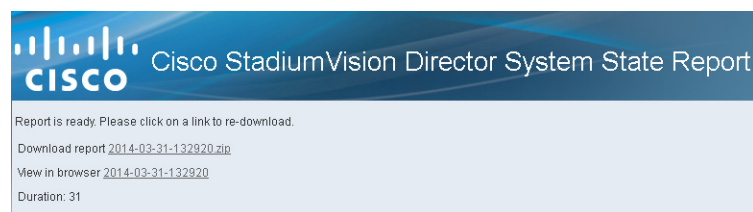
Depending on the option(s) that you selected before running the report, you can view the report in your browser by selecting the link provided.

If you downloaded the report, then depending on your browser and its settings, you will get a dialog box to save the report on your local machine. If the automatic download does not work, you can click on the link after the word **Download** to download the file again. The report is downloaded as a compressed file (.zip) containing multiple parts to the report.

Note The heap dump report type is a compressed report file which you can save to your local drive and forward to support personnel for troubleshooting, and is packaged like the Basic Level report.

Viewing Scheduled Reports and Previous Reports

Scheduled reports can be viewed under **Previous Reports** on the System State Report screen. The format of the file name is the date and time that the report was run.

Click one of the timestamps under **Previous Reports** to download the report that ran at the scheduled time. You may get a dialog box to save the report on your local machine. If so, save it as desired. This is a compressed file containing multiple parts to the report.

Viewing the Contents of the Zip File

Once you have downloaded the report file to your PC, you will have a .zip file. You can email it to Cisco support as is.

To view the contents of a downloaded file, complete the following steps:

Step 1 Double-click the file to open the .zip file archive manager. The contents of this file depends on the file compression software program installed on your PC. Figure 3 shows an example of a common Microsoft Windows compression file manager, where the .zip file has been opened to view the contents.

Figure 3   Windows Compression File Manager Example
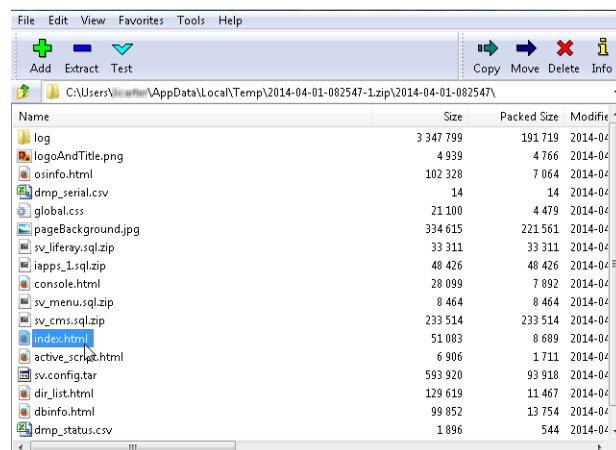
Step 2 Click **Extract** and load all of the files in the archive to a new directory on your local drive.

Step 3 Navigate to the directory that you just created and locate a file named **index.html**. Double-click the file and it will open in your internet browser.

Step 4 Click links from the browser page to view the rest of the report.

Tip In the case of the heap dump and log file reports, there is not an "index.html" file. Simply navigate down the levels of folders until you see the log files of interest.