System State Reports

This section describes how to generate a system status report.

Generating a System Status Report on the Cisco StadiumVision Mobile Reporter

The System Status Report feature on the Cisco StadiumVision Mobile Reporter main page enables easy capture and export of system state data for the Cisco StadiumVision Mobile Reporter server. This information can be sent to a remote support engineer to help troubleshoot any issues that may occur with the system.

Figure 1 shows the System Extract Report Request Page. A description of the items in the page follows in Table 1.

Figure 1   *System State Report Request Page*

Table 1   ***System Extract Report Request Page 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 SVM 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.

After the extract report runs, a resulting page will display **Report is ready**. If you selected **View in browser**, a link will appear to view the report in the browser. Depending on your browser and its settings, if you selected **Download Report**, you may get a dialog box to save the report on your local machine. If so, save it as desired.

If the automatic download does not work, you can click on the link after the word **Download** to again download the file. This is a compressed file containing multiple parts to the report. The file has the extension .zip, indicating a compressed folder. The heap dump is a compressed report file which you can save to your local drive and forward to support personnel for troubleshooting, packaged just the same way that the Basic Level report is. 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 P**revious Reports** on the main System State Report page.

Note The format of the file name is the date and time that the report was run.

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. If you want to view the contents of this file, follow these steps:

Step 1 Double-click on 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. For example purposes, these instructions will assume you have WinZip on a PC.

Step 2 Click on the **Extract** button and extract ALL the contents of the archive to a new directory on your local drive.

Step 3 Using Windows Explorer, navigate to the extracted directory you just created. In the resulting folder is a file named **index.html**. Double-click that file and it will open in your internet browser.

Step 4 You can now review the rest of the report by clicking on links available from this page.

Step 5 In the case of the heap dump and log file reports, there is no **index.html**. Simply navigate down the levels of folders until you see the log files of interest.