



# System State Reports

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The System State Report application enables easy capture and export of system state data for Cisco Vision Dynamic Signage Director servers. Send this information to a remote support engineer to help troubleshoot issues with the system.

## Information About System State Reports

Figure 1 on page 101 shows the System State Report screen.

**Figure 1** System State Report Screen



Table 1 on page 102 describes the options provided on the System State Report screen.

**Table 1 System State Report Screen Description**

Category	Description
Report Destination	<p>Allows you to choose whether you want to download the report or view it in your browser window. If you check <b>Download report</b>, 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.</p> <p>If you check <b>View in browser</b>, the resulting report is available for immediate viewing online via the link provided.</p>
Level	<p>Selects the level of detail you want in the report.</p> <ul style="list-style-type: none"> <li>■ <b>Basic First Level:</b> 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.</li> <li>■ <b>Java Heap Dump:</b> 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 heap dump for, then click <b>Get Heap Dump</b>. The heap dump report will generate.</li> </ul> <p>Be careful in taking a heap dump. While this is running, it can affect system performance.</p> <ul style="list-style-type: none"> <li>■ <b>Full SVD Logs:</b> 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 <b>View in Browser</b>, view the logs online, too.</li> </ul>
Previous Reports	<p>Lists up to 15 of the most recent exports of the system state reports that were collected. The reports are collected from someone accessing this request page, or from a system scheduled task.</p> <p>Select one of the links to download to your local drive to view or email to Cisco support.</p>

## How to Run a System State Report

This section includes the following tasks:

- [Running a System State Report Manually, page 102](#)
- [Scheduling a System State Report, page 103](#)
- [Viewing Reports, page 103](#)

### Running a System State Report Manually

**To run a system state report manually:**

1. From the Cisco Vision Dynamic Signage Director server Main Menu, go to **Tools > System State Report**.

2. Select one or both report destination types, **Download report** and/or **View in browser**.
3. Under **Level**, select the type of report that you want to run.
4. Click **Get System Status**. A status bar displays while the report is generating.

## Scheduling a System State Report

You can extract the system state data on a periodic basis. Go to **Tools > Management Dashboard**. Click the **Tools** drawer > **Advanced > Scheduled Tasks** function. View the reports generated under **Previous Reports** on the main **System State Report** page.

### To create a scheduled task:

1. Go to **Tools > Management Dashboard** and select **Tools** drawer > **Advanced** tab > **Scheduled Tasks**.
2. Click **Add Row** and add a row with the task type being **SystemStateExtractorTask**.
3. Enter a task time as desired.
4. Click **Apply**.

View the reports generated 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 on page 103](#).

**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, click on the link after the word **Download** to download the file again. The report downloads 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. It is packaged like the Basic Level report.

## Viewing Scheduled Reports and Previous Reports

View scheduled reports 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.

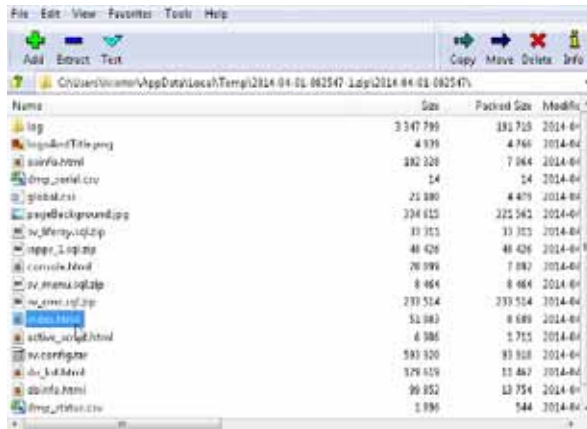
## Viewing the Contents of the Zip File

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:

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 on page 104](#) shows an example of a common Microsoft Windows compression file manager, where the .zip file is opened to view the contents.

**Figure 3** Windows Compression File Manager Example



2. Click **Extract** and load all of the files in the archive to a new directory on your local drive.
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.
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. Navigate down the levels of folders until you see the log files of interest.