



Using the Support Features

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Customizing Your Log

You can generate log files that show activity on your entire system or for specific meetings. Use the log files to troubleshoot problems or to submit to the Cisco Technical Assistance Center (TAC) when you need assistance.



Note We recommend that you generate your log file during non-business hours. The large size of the log file can affect system performance.



Note Log data is retained for 40 days. However, if you upgrade from a Cisco Webex Meetings Server 2.0 deployment to Release 2.5, the log data from Release 2.0 is not transferred to the Cisco Webex Meetings Server 2.5 system and therefore not available after the upgrade to Release 2.5 is complete.

Procedure

- Step 1** Sign in to Webex Site Administration.
- In a Multidata Center system, the DNS determines which data center Dashboard appears. Use this Dashboard to manage all the data centers in this system.
- Step 2** Select **Support > Logs**.
- Step 3** Complete the fields on the **Customize Your Log** page and select **Submit**.

Field	Description
(Optional) Case ID	Enter your Cisco TAC case ID. Case IDs are obtained from the Cisco TAC when they are assisting you with a case. Using this feature enables you to associate the logs you generate with the case ID.
Type	Select the log type. You can select Overall System Log or Particular Meeting Log . An Overall System Log contains all the specified log information for your system and Particular Meeting Log collects logs and data from the database for MATS processing. Default: Overall System Log
Range	Select the range for your log. You must specify starting and ending date and time for your log. The limit is 24 hours. Log data is only available for the last 40 days. Note To generate logs longer than 24 hours you must repeat this operation, selecting consecutive date-time ranges. Each operation results in the creation of a separate log file. For example: To generate logs from January 1 to January 3, first select a date range from January 1 to January 2, select Submit and download the log file created. Next select a date range from January 2 to January 3, Select Submit and download the log file created.
Include	Specify the data you want to include in your log. Default: All Activities

The system generates your log and sends you an email that contains a link to download the log.

Setting Up a Remote Support Account

If you are having technical issues and contact the Cisco TAC for assistance, you can set up a remote support account to grant a TAC representative temporary access to your system. This product does not provide CLI access to administrators and therefore requires a TAC representative to troubleshoot some issues.

Procedure

- Step 1** Sign in to Webex Site Administration.

In a Multidata Center system, the DNS determines which data center Dashboard appears. Use this Dashboard to manage all the data centers in this system.

- Step 2** Select **Support > Remote Support Account**.
- Step 3** Select **Enable Remote Support**.
- Step 4** Complete the fields on the **Remote Support Account** page and select **Create Account**.

Field	Description
Remote Support Account Name	Enter a name for your remote support account (6–30 characters).
Account Life	Specify the duration of the account in hours. The maximum is 720 hours (30 days).

The **Remote Support Account Creation** dialog box appears, displaying your pass phrase code. Contact Cisco TAC and provide the Remote Support Account Name and the pass phrase code to allow Cisco Support personnel access to your system.

Disabling a Remote Support Account

Procedure

- Step 1** Sign in to Webex Site Administration.
- In a Multidata Center system, the DNS determines which data center Dashboard appears. Use this Dashboard to manage all the data centers in this system.
- Step 2** Select **Support > Remote Support Account**.
- Step 3** Next to the status message, "Remote Support is enabled," select the **Disable It** link.
- The remote support account is disabled.
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