



## Alarms, Logs, and Reports

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### Cannot Download Logs

**Problem** You cannot download logs.

**Possible Cause** Your system is configured for SSL and you are using a Microsoft Internet Explorer version earlier than version 9. Internet Explorer before version 9 requires a specific header forcing it to cache downloaded files. It then deletes or fails to properly cache the files that you are attempting to save.

**Solution** Use Internet Explorer 9 or above. If you must use an older version of Internet Explorer, use the following solution: [https://www.ibm.com/developerworks/mydeveloperworks/blogs/WCML2Thoughts/entry/internet\\_explorer\\_8\\_cannot\\_download\\_items\\_over\\_https\\_ssl\\_connection\\_with\\_ie8\\_ie\\_83?lang=en](https://www.ibm.com/developerworks/mydeveloperworks/blogs/WCML2Thoughts/entry/internet_explorer_8_cannot_download_items_over_https_ssl_connection_with_ie8_ie_83?lang=en).

**Solution** Contact the Cisco TAC and set up a remote support account for the TAC to use to resolve the problem. For more information, see the "Setting Up a Remote Support Account" section of the *Cisco Webex Meetings Server Administration Guide*.

### Cannot Download Reports Using Microsoft Internet Explorer

**Problem** You cannot download reports when using Internet Explorer as your browser. You receive errors such as "Internet Explorer cannot download Report from server. Internet Explorer was not able to open this Internet site. The requested site is either unavailable or cannot be found. Please try again later" or "File couldn't be downloaded."

**Possible Cause** The setting **Do not save encrypted pages to disk** is enabled for Internet Explorer.

**Solution** Change your Internet Explorer security settings: Go to **Tools > Internet Options > Advanced > Security** and uncheck the **Do not save encrypted pages to disk**. Then click **OK**.

## Cannot Generate System Logs

**Problem** Cisco Webex Meetings Server administrators cannot capture logs after a failed update of the system. Before you capture system logs, check the system status. If the system and all the virtual machines are up and running, you can proceed with log capture. If one or more virtual machines are down, log capture fails.

**Possible Cause** Cisco Webex Meetings Server is not in a healthy state and some components are not running. The system must be healthy and running to generate system logs.

**Solution** Retry the system update after reverting snapshots and contact the Cisco TAC if the update problem persists.

## Log Capture Size Problems

**Problem** The log capture size is too large.

**Possible Cause** The log capture size can become too large, especially when obtaining logs from the archives. When obtaining logs from an archive, the log capture service gets the logs for an entire day, even if you selected only part of the day. This behavior is by design. Unzipping the files can be a time-consuming process and can impact the performance of your system.

**Solution** You can minimize the log capture size by selecting only the activities that you require for troubleshooting. Try performing a log capture as soon as you encounter an issue, so that the log capture service does not have to go into the archives to obtain the logs.