



Set Log Levels

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Log Levels

Cisco Prime Collaboration Assurance supports the following log levels:

- **Debug**—Helps you to debug the application.
- **Information**—Indicates the progress of the application.
- **Warning**—Indicates potentially harmful situations.
- **Error**—Indicates that the application can still continue to run.
- **Fatal**—Indicates critical error. This level is not listed for all modules.

You cannot disable logging. However, you can:

- Collect more data when needed by increasing the logging level (highest-level is Debug).
- Return to the default logging level (Error).

The log level settings can be changed from the Log Management page (**System Administration > Log Management**). The log files are also included in the backup file.



Caution

You should not change the log level settings without assistance from the Cisco Technical Assistance Center (TAC) team.

Download Logs

This feature provides information to resolve the network issues quickly by enabling you to download log files so that you can share the required logs.

Prerequisites - You must set the log level to **Debug** for the module you want to collect logs for. For more information on how to set the log level to debug, see the earlier section.

Click the **Download Log** button to download the logs. You are prompted to download a .tar file. The file name shows the username of the user who generated the log file, date and time-stamp (according to the Cisco Prime Collaboration server time) to indicate when the (.tar) file was generated. You need to open or untar this file to view the log file with the same name. The log file is a compressed file, which can be opened using any uncompression utility such as 7-Zip.