



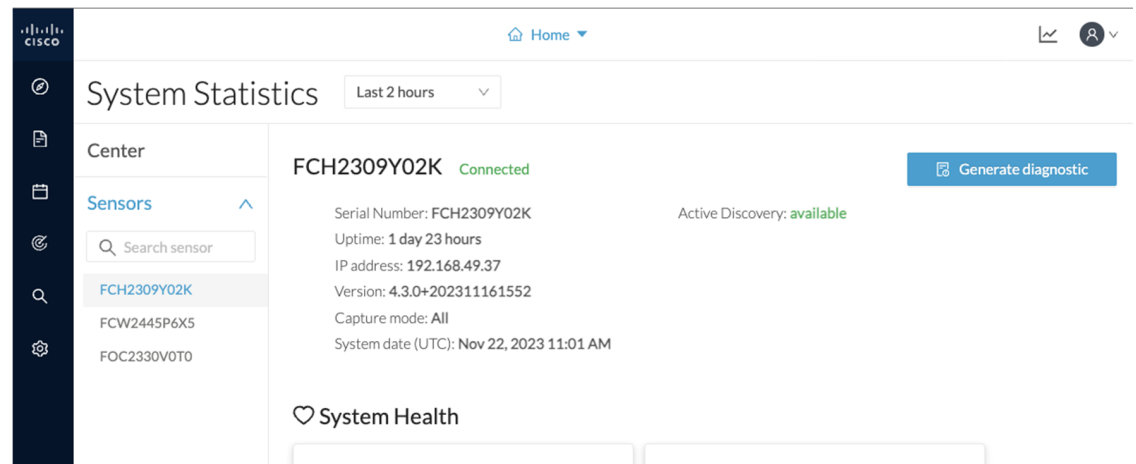
Troubleshooting

- [Collect IOx sensor logs, on page 1](#)
- [Collect IOx sensor logs from the Local Manager, on page 2](#)

Collect IOx sensor logs

In case of sensor issues Cisco Cyber Vision support can ask you to retrieve IOx sensor logs.

If the sensor is communicating with the Center, use the Cisco Cyber Vision GUI to generate the sensor diagnostic from the sensor statistics page.



If the sensor is not communicating with the Center, you can collect the logs from the sensor command line. To do so:

Procedure

- Step 1** Connect to the sensor in ssh.
- Step 2** Use the following command to get the sensor application id:
- ```
show app-hosting list
```

```
IE3400esc00#
IE3400esc00#
IE3400esc00#
IE3400esc00#show app-hosting list
App id State

CVSensor RUNNING
IE3400esc00#
IE3400esc00#
IE3400esc00#
```

**Step 3** Use the following command to connect to the sensor application:

```
app-hosting connect appid <sensor-app-id> session
```

```
IE3400esc00#
IE3400esc00#
IE3400esc00#app-hosting connect appid CVSensor session
sh-5.0#
sh-5.0#
sh-5.0#
```

**Step 4** Use the following command and copy the results returned in a file to be sent to Cisco Cyber Vision support.

```
flowctl diagnostic
```

```
sh-5.0#
sh-5.0# flowctl diagnostic > iox_data/appdata/sensor-diag.log
sh-5.0#
sh-5.0#
sh-5.0#
```

## Collect IOx sensor logs from the Local Manager

In case of sensor issues Cisco Cyber Vision support can ask you to retrieve IOx sensor logs. You can retrieve them through the IOx Local Manager.

### Procedure

- Step 1** Access the sensor's IOx Local Manager.
- Step 2** Click the **System Troubleshoot** tab.
- Step 3** Click the **Generate snapshot file** button.

Configuration > Services > IOx

**Cisco Systems**  
 Cisco IOx Local Manager

Hello, admin | Log Out | About

Applications
 Remote Docker Workflow
 Docker Layers
 System Info
 System Setting
 **System Troubleshoot**
CVSensor

Events

Refresh

Device Uptime

36d:10:22:51

CAF Uptime

36d:10:21:08

System Time

2023-11-22 14:21:31 UTC

Events

Errors

Current CAF stats

|         |       |          |        |
|---------|-------|----------|--------|
| Warning | Error | Critical | Events |
| ...     | ...   | ...      | 14     |

Supports RegEx

Q

| Timestamp                  | #Record | Type | Message | Details |
|----------------------------|---------|------|---------|---------|
| No data available in table |         |      |         |         |

Page Size

10

<<
 <
 >
 >>

Go To #Record

Logs

Refresh

Logging Management

Select Log Type

All Logs

| Log name  | Timestamp         | Log Size | Error | View                     |
|-----------|-------------------|----------|-------|--------------------------|
| caf.log   | Wed Nov 22 14:... | 564034   | 0     | <a href="#">download</a> |
| caf.log.1 | Wed Nov 22 14:... | 1039013  | 0     | <a href="#">download</a> |
| caf.log.2 | Wed Nov 22 13:... | 1048528  | 0     | <a href="#">download</a> |
| caf.log.3 | Wed Nov 22 13:... | 1048565  | 0     | <a href="#">download</a> |
| caf.log.4 | Wed Nov 22 13:... | 1048304  | 0     | <a href="#">download</a> |

TechSupport Information

| Tech Support snapshot file name         | File Size | Download                 | Delete            |
|-----------------------------------------|-----------|--------------------------|-------------------|
| tech_support_2023-11-22_12.22.51.tar.gz | 864159    | <a href="#">download</a> | <a href="#">X</a> |

Generate snapshot file

Refresh

| Core file name | File Size | Download | Delete |
|----------------|-----------|----------|--------|
|----------------|-----------|----------|--------|

Refresh

