



CHAPTER 34

Logs

You can access the Cisco TelePresence Exchange System logs via these CLI commands:

- **file dump**—Displays the contents of one or more files on the screen, one page at a time.
- **file get**—Retrieves files using SSH file transfer protocol (SFTP).
- **file list**—Lists the files and subdirectories that are in a specified directory.
- **file search**—Searches the content of log files and displays the lines that match a specified regular expression.
- **file tail**—Displays the most recent entries in a log file and any additional logs as they are written into the file.
- **file view**—Displays the contents of a file.

Obtaining Logs for a Customer Service Representative

If a customer service representative requests the logs for your system, complete this procedure to use SSH File Transfer Protocol (SFTP) to transfer to logs from each server to an external machine (SFTP server). You can then send the log files to the customer service representative.

Before You Begin

Obtain the following information about the SFTP server:

- IP address
- Port
- User ID
- Password
- Target directory

Procedure

- Step 1** Log in to the CLI of the server.
- Step 2** Enter **file get activelog ctc/log/*.log** and follow the prompts.

```
admin: file get activelog ctc/log/*.log
Please wait while the system is gathering files info ...done.
Sub-directories were not traversed.
Number of files affected: 5
```

```
Total size in Bytes: 180218286
Total size in Kbytes: 175994.42
Would you like to proceed [y/n]? y
SFTP server IP: 10.22.140.75
SFTP server port [22]:
User ID: root
Password: *****
```

```
Download directory: /tmp
```

```
.....
Transfer completed.
:
```

- Step 3** Repeat this procedure for each node in the Cisco TelePresence Exchange System server cluster whose logs are requested by the customer support representative.
- Step 4** Send the log files to the customer support representative.
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