Troubleshooting Tools

Enable Debug Logs

This task shows you how to enable debug logs for connector. The task also shows you how to upload these logs to Cisco Spaces, if necessary.

Note   You can also enable debug log using the **connectorctl service restart** command.

Step 1   Log in to **Cisco Spaces**.

Note   The Cisco Spaces URL is region-dependent.

Step 2   From the left navigation pane, choose **Setup > Wireless Networks**.

Step 3   In the **2. Configure Spaces Connector** area, click **View Connectors**.

Step 4   Click a connector from the list of connectors that are displayed.

Step 5   In the **SUMMARY** window that is displayed, click **Troubleshoot Connector**.

Step 6   In the **Troubleshoot Connector** window that is displayed, you can see that logs can be enabled by a service. Click the respective **Enable Debug Mode** of a service if not enabled already.

After being enabled, connector starts collecting debug logs for that service, and these logs are stored locally on connector.

Step 7   (Optional) To upload the logs to the Cisco Spaces dashboard, click **Upload Logs to Cloud.**

Recovering a Lost Password

This task shows you how to recover your connector GUI password.

Step 1   Log in to **Cisco Spaces.**

Note   The Cisco Spaces URL is region-dependent.

Step 2   From the left navigation pane of the Cisco Spaces dashboard, choose **Setup > Wireless Networks**.

Step 3   In the **2. Configure Spaces Connector** area, click **View Connectors**.

Step 4   Click a connector from the list of connectors that are displayed.

Step 5   In the **SUMMARY** window that is displayed, click **Troubleshoot Connector**.

Step 6   In the **Troubleshoot Connector** window that is displayed, click **Password Reset Key** .

Step 7   In the **Password Reset Key** window that is displayed, click **Copy The Key**.
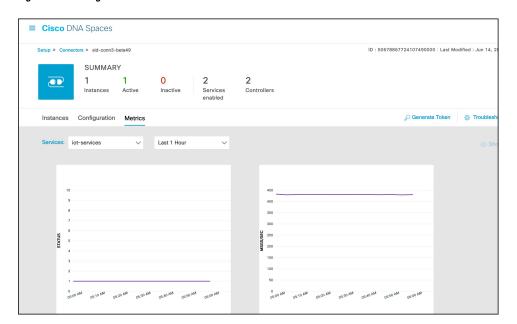Save the copied key on a notepad.

Step 8   Open the connector GUI, and click **Forgot Password**.

Step 9   In the **Password Reset Key** field, enter the key copied in the .

Step 10   In the **New Password** field, enter a new password.

Monitor Service Metrics

You can monitor the various metrics of the different services that are installed on connector from the Cisco Spaces dashboard.

Step 1   From the Cisco Spaces dashboard, navigate to **Setup > Wireless Networks**.

Step 2   In the **Connect via Spaces Connector** area titled **Step 2 Configure Spaces Connector**, click **View Connectors**.

Step 3   In the **Connectors** window that opens up, click a connector of your choice.

Step 4   In the connector details window that is displayed, click the **Metrics** tab.

Step 5   From the **Services** drop-down list, choose a service that is installed on this connector to observe the metrics that are related to the service. You can also choose the period for which the metrics is collected.

Figure 1: Observing Service Metrics