



## Using the Support Features

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## Customizing Your Log

You can generate log files that show activity on your entire system or for specific meetings. Use the log files to troubleshoot problems or to submit to the Cisco Technical Assistance Center (TAC) when you need assistance.



### Note

We recommend that you generate your log file during non-business hours. The large size of the log file can affect system performance.

### Procedure

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- Step 1** Sign in to the Administration site.
- Step 2** Select **Support > Logs**.
- Step 3** Complete the fields on the **Customize Your Log** page and select **Submit**.

Field	Description
(Optional) Case ID	Enter your Cisco TAC case ID. Case IDs are obtained from the Cisco TAC when they are assisting you with a case. Using this feature enables you to associate the logs you generate with the case ID.

Field	Description
Type	Select the log type. You can select <b>Overall System Log</b> or <b>Particular Meeting Log</b> . An Overall System Log contains all the specified log information for your system and Particular Meeting Log collects logs and data from the database for MATS processing. <b>Default:</b> Overall System Log
Range	Select the range for your log. You must specify starting and ending date and time for your log. The limit is 24 hours. Log data is only available for the last 30 days. <b>Note</b> To generate logs longer than 24 hours you must repeat this operation, selecting consecutive date-time ranges. Each operation results in the creation of a separate log file. For example: To generate logs from January 1 to January 3, first select a date range from January 1 to January 2, select <b>Submit</b> and download the log file created. Next select a date range from January 2 to January 3, Select <b>Submit</b> and download the log file created.
Include	Specify the data you want to include in your log. <b>Default:</b> All Activities

Your log is generated and an email is sent to the administrator containing a link to download the log.

## Setting Up a Remote Support Account

If you are having technical issues and contact the Cisco TAC for assistance, you can set up a remote support account to grant a TAC representative temporary access to your system. This product does not provide CLI access to administrators and therefore requires a TAC representative to troubleshoot some issues.

### Procedure

- Step 1** Sign in to the Administration site.
- Step 2** Select **Support > Remote Support Account**.
- Step 3** Select **Enable Remote Support**.
- Step 4** Complete the fields on the **Remote Support Account** page and select **Create Account**.

Field	Description
Remote Support Account Name	Enter a name for your remote support account (6–30 characters).
Account Life	Specify the duration for the account in hours. The maximum is 30 days (720 hours).

The **Remote Support Account Creation** dialog box appears, providing your pass phrase code. Contact Cisco and provide the pass phrase code to enable Cisco Support personnel to access your system.

## Disabling a Remote Support Account

### Procedure

- Step 1** Sign in to the Administration site.
- Step 2** Select **Support > Remote Support Account**.
- Step 3** Next to the status message, "Remote Support is enabled," select the **Disable It** link. Your remote support account is disabled.

## Using the Meetings Test

### Procedure

- Step 1** Sign in to the Administration site.
- Step 2** Select **Support > Meetings Test**.
- Step 3** Select **Next**.  
Your system runs a meetings test, verifying its ability to schedule, start, and join a meeting. The results of the test appear within a few minutes.

# Using the System Resource Test

## Procedure

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**Step 1** Sign in to the Administration site.

**Step 2** Select **Support > System Resource Test**.

**Step 3** Select **Turn On Maintenance Mode** and **Continue** to confirm.

**Step 4** Select **Next**.

The results of the test are posted for the following:

- CPU, memory, network, and storage for each host on your system
- Internal and external connectivity checks for your site and administration URLs

**Step 5** Select **Turn Off Maintenance Mode** and **Continue** to confirm.

Your system restarts after you turn off maintenance mode. You can sign back into the Administration site after restart is complete.

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