Manage Log Settings on the Cisco Business Dashboard

Objective

The Cisco Business Dashboard provides tools that help you easily monitor, manage, and configure your Cisco 100 to 500 Series network devices such as switches, routers, wireless access points (WAPs), and Cisco Business Wireless devices using your web browser. It also notifies you about device and Cisco Support notifications such as the availability of new firmware, device status, network settings updates, and any connected devices that are no longer under warranty or covered by a support contract.

The Logging Settings page of the Cisco Business Dashboard control which information the platform will retain in the log files by different software modules. This information is of primary interest to support engineers diagnosing problems with Cisco Business Dashboard which helps them to troubleshoot and provide the appropriate settings.

This article provides instructions on how to manage the log settings on the Cisco Business Dashboard.

Applicable Devices | Software Version

- Cisco Business Dashboard | 2.2

Manage Log Settings on Cisco Business Dashboard

Configure Logging Settings on Cisco Business Dashboard

Step 1

- Log in to the Cisco Business Dashboard Administration User Interface.

English ▾

Cisco Business Dashboard

User Name*
_____
This field is required

Password*
_____

Login

-
- Click the **menu** button.

≡ Cisco Business Dashboard

-
- Select **System**.

- Select **Log Settings**.

Step 2

Select a radio button for each setting. The options are:

- Error — Error level messages only.
- Warn — Warnings and errors.
- Info — Informational messages and above. This is the default setting.
- Debug — All messages including low level debugging messages.

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Log Settings

Web Server	⊙ Debug ○ Info ○ Warn ○ Error
PNP Server	○ Debug ⊙ Info ○ Warn ○ Error
API Server	○ Debug ⊙ Info ○ Warn ○ Error
Inventory Service	○ Debug ⊙ Info ○ Warn ○ Error
Monitor Service	○ Debug ⊙ Info ○ Warn ○ Error
Report Service	○ Debug ⊙ Info ○ Warn ○ Error
User Service	○ Debug ⊙ Info ○ Warn ○ Error
Remote Controller Service	○ Debug ⊙ Info ○ Warn ○ Error
Callhome Service	○ Debug ⊙ Info ○ Warn ○ Error
System Service	○ Debug ⊙ Info ○ Warn ○ Error
Platform Service	○ Debug ⊙ Info ○ Warn ○ Error

Save   Reset   Download Log File

Step 3

Click **Save** when you have all settings chosen.

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Log Settings

Web Server	⊙ Debug ○ Info ○ Warn ○ Error
PNP Server	○ Debug ⊙ Info ○ Warn ○ Error
API Server	○ Debug ⊙ Info ○ Warn ○ Error
Inventory Service	○ Debug ⊙ Info ○ Warn ○ Error
Monitor Service	○ Debug ⊙ Info ○ Warn ○ Error
Report Service	○ Debug ⊙ Info ○ Warn ○ Error
User Service	○ Debug ⊙ Info ○ Warn ○ Error
Remote Controller Service	○ Debug ⊙ Info ○ Warn ○ Error
Callhome Service	○ Debug ⊙ Info ○ Warn ○ Error

Step 4

(Optional) To return the options to the default logging settings, click **Reset**.

Cisco Business Dashboard

Log Settings

Web Server	⦿ Debug ○ Info ○ Warn ○ Error
PNP Server	○ Debug ⦿ Info ○ Warn ○ Error
API Server	○ Debug ⦿ Info ○ Warn ○ Error
Inventory Service	○ Debug ⦿ Info ○ Warn ○ Error
Monitor Service	○ Debug ⦿ Info ○ Warn ○ Error
Report Service	○ Debug ⦿ Info ○ Warn ○ Error
User Service	○ Debug ⦿ Info ○ Warn ○ Error
Remote Controller Service	○ Debug ⦿ Info ○ Warn ○ Error
Callhome Service	○ Debug ⦿ Info ○ Warn ○ Error
System Service	○ Debug ⦿ Info ○ Warn ○ Error
Platform Service	○ Debug ⦿ Info ○ Warn ○ Error

Save   Reset   Download Log File

Step 5

To download the log file, click **Download Log File**.

Cisco Business Dashboard   System

ⓘ Operation in progress. Please wait.   ✕

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Web Server	⦿ Debug ○ Info ○ Warn ○ Error
PNP Server	○ Debug ⦿ Info ○ Warn ○ Error
API Server	○ Debug ⦿ Info ○ Warn ○ Error
Inventory Service	○ Debug ⦿ Info ○ Warn ○ Error
Monitor Service	○ Debug ⦿ Info ○ Warn ○ Error
Report Service	○ Debug ⦿ Info ○ Warn ○ Error
User Service	○ Debug ⦿ Info ○ Warn ○ Error
Remote Controller Service	○ Debug ⦿ Info ○ Warn ○ Error
Callhome Service	○ Debug ⦿ Info ○ Warn ○ Error
System Service	○ Debug ⦿ Info ○ Warn ○ Error
Platform Service	○ Debug ⦿ Info ○ Warn ○ Error

Step 6

By default, the files are sent to the *Downloads* folder as a *.gz* file. This file needs to be unzipped.
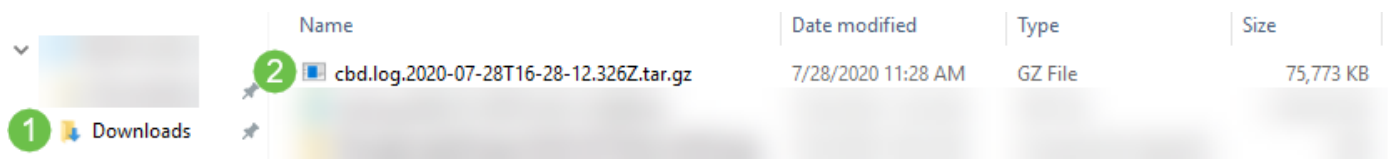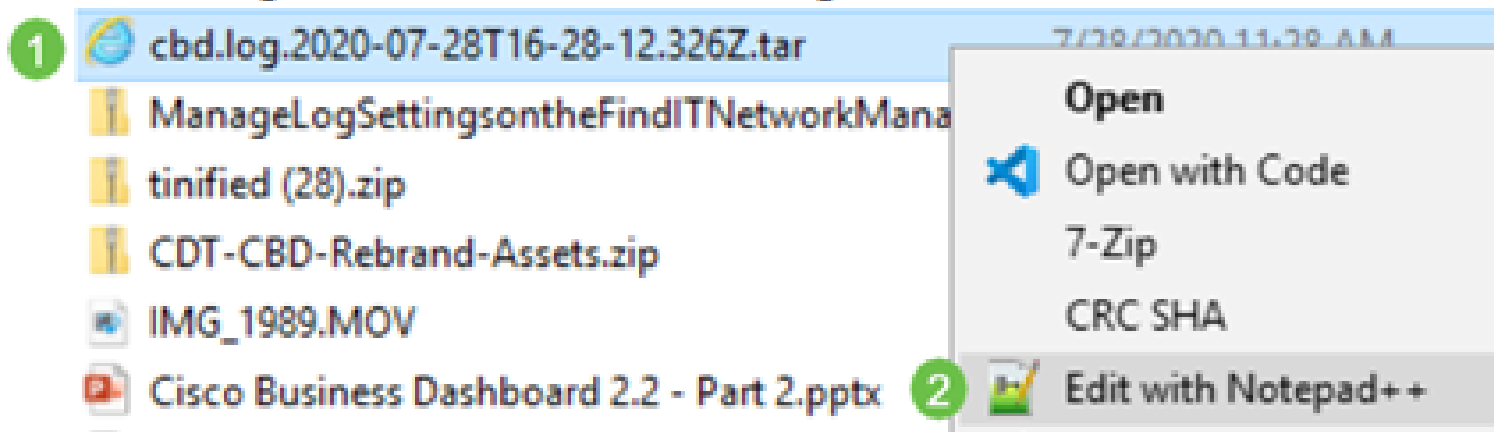

Step 7

Right-click and select the unzip application that you would like to use. In this example, *7-Zip* was used. Select to extract the files to the location of your choice. Repeat this step if necessary.
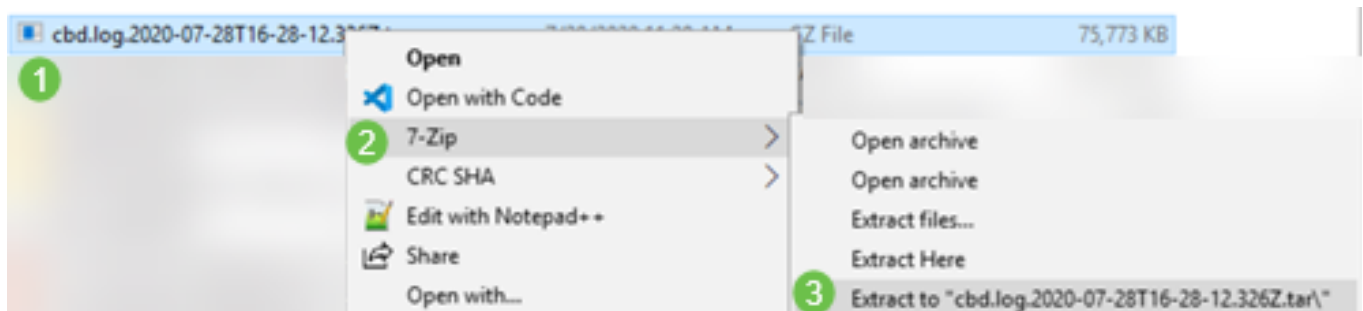
Step 8

Right-click on the file and select a text file reader. In this example, we used **Edit with Notepad++**.

You should now have successfully configured the logging settings on your Cisco Business Dashboard. Go ahead and view your logs!