

# 從Webex雲影片裝置收集日誌

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## 簡介

本檔案介紹從註冊到Webex Cloud的影片裝置收集日誌和資料包捕獲的擴展日誌程式。

## 必要條件

### 需求

本文件沒有特定需求。

### 採用元件

本文件所述內容不限於特定軟體和硬體版本。

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路運作中，請確保您瞭解任何指令可能造成的影響。

## 收集日誌的方法

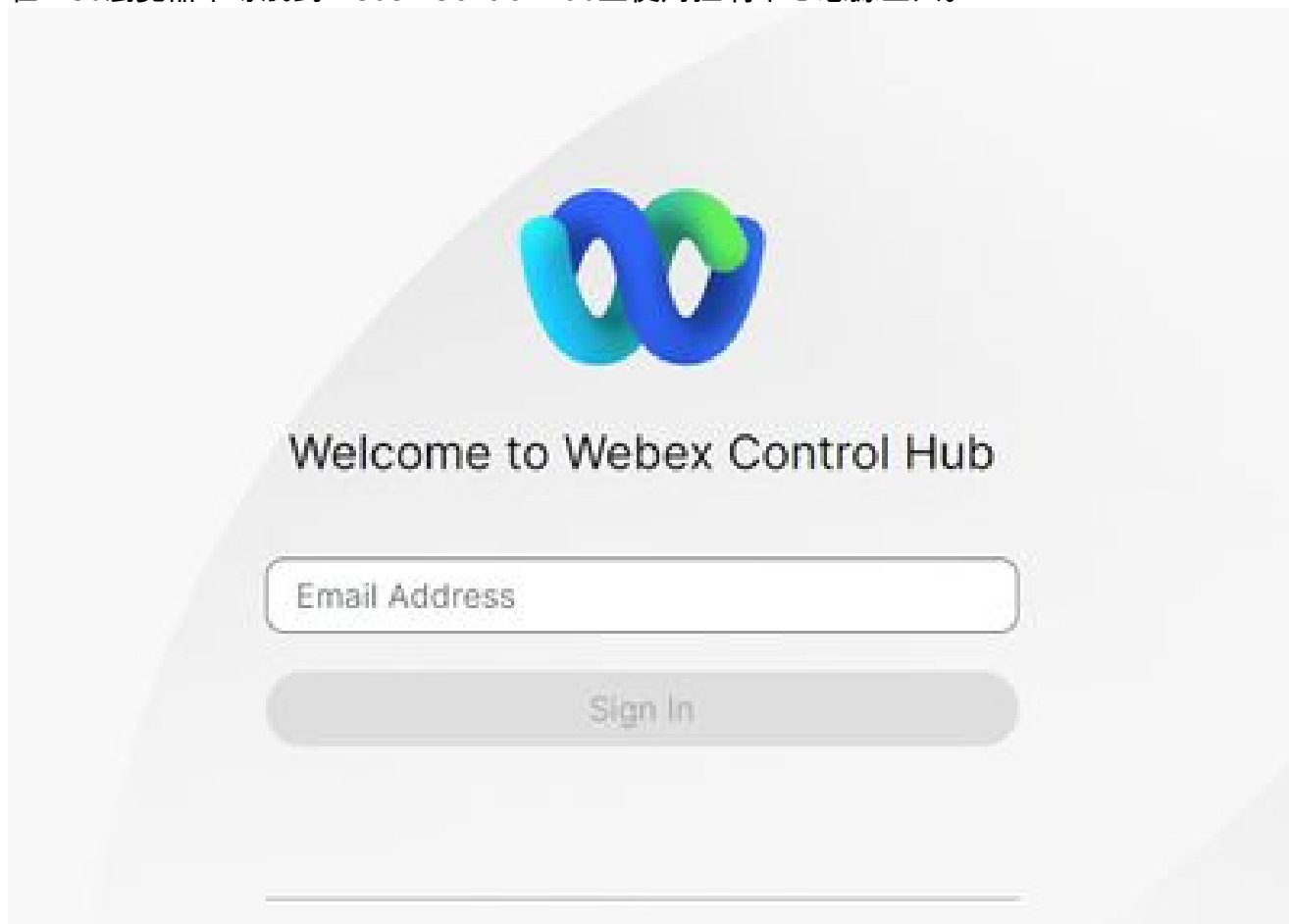
有四種收集方法可用於從Webex影片裝置收集日誌檔案。

1. 通過控制中心和本地裝置控制
2. 從裝置的Web介面
3. 僅通過控制中心
4. 從裝置的物理觸控介面或觸控面板上

## 控制中心和本地裝置控制

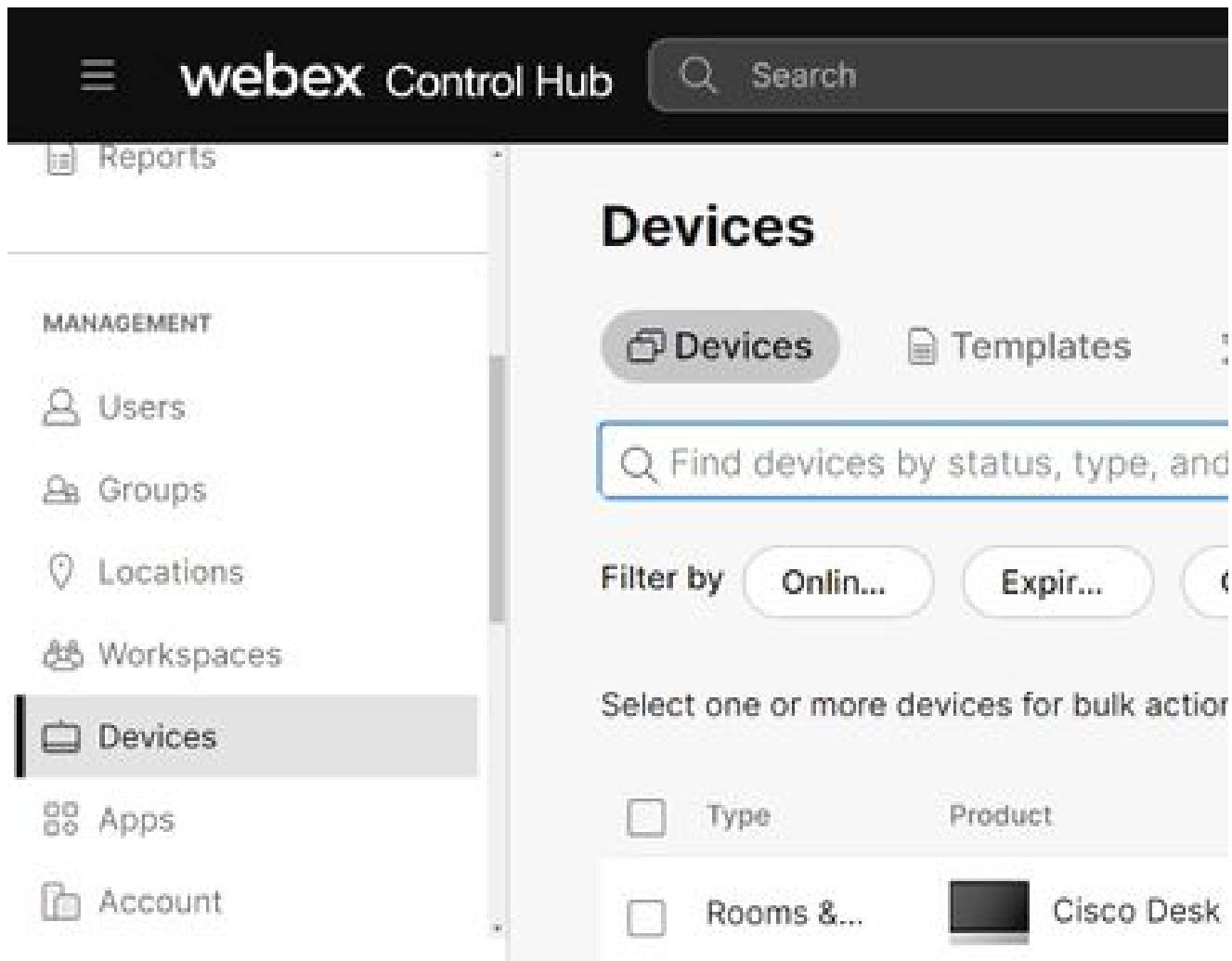
具有Webex控制中心訪問許可權的使用者可以通過本地裝置控制從Webex影片裝置收集日誌，具體步驟如下：

1. 在Web瀏覽器中導航到Webex Control Hub並使用控制中心憑據登入。



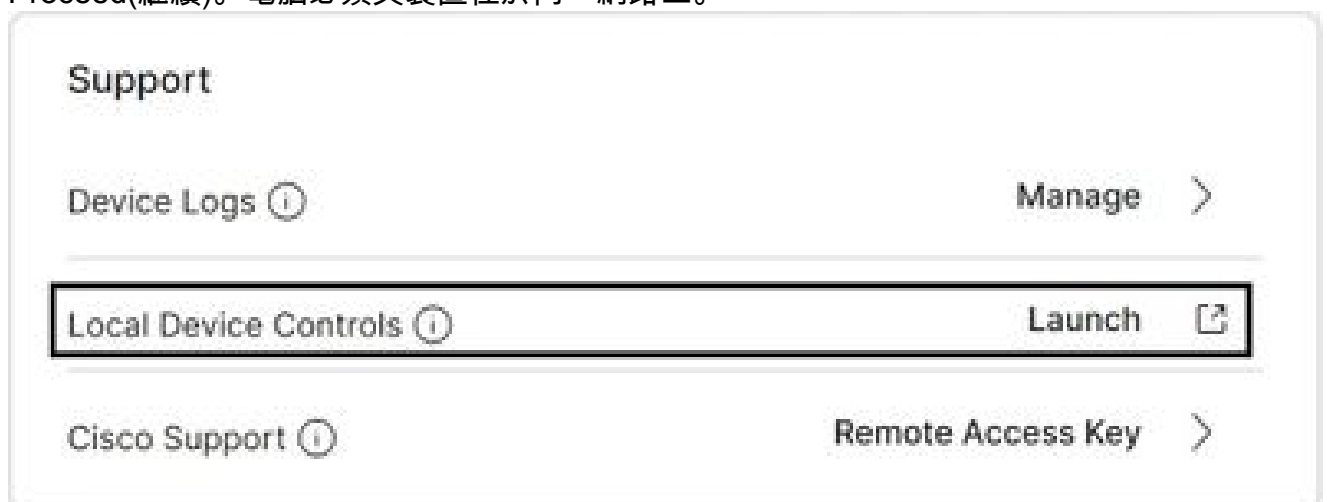
控制中心登入螢幕

2. 導航到Management部分下的Devices，選擇要從中收集日誌的裝置。



控制集線器裝置

3. 選擇 在Support(支援)部分下選擇Local Device Controls (本地裝置控制) , 然後選擇 Proceed(繼續)。電腦必須與裝置位於同一網路上。



控制集線器本地裝置控制

4. 導覽至System Maintenance部分下的Issues and Diagnostics , 然後選擇System Logs頁籤。

The screenshot displays the Cisco Webex Local Device Controls interface. On the left is a sidebar with navigation options: Desk, Home, Call, SETUP (Settings, Users, Security), CUSTOMIZATION (Personalization, UI Extensions Editor, Macro Editor, Developer API), and SYSTEM MAINTENANCE (Software, Issues and Diagnostics). The 'Issues and Diagnostics' page is active, showing a 'System Logs' section. This section includes a description: 'A full archive of the logs on the device (problems, This archive includes all current and his current system configuration, system st diagnostics information.)' and two buttons: 'Download logs...' and 'Download logs in legacy format...'.

「系統日誌」頁籤

5. 選擇Extended Logging部分下Start旁邊的下拉箭頭，然後選擇所需的資料包捕獲選項。三個

資料包捕獲選項是有限的、完全的和 rolling.

## Extended Logging

To help diagnose network issues and problems during call setup, the system can enter a timed extended logging mode. This mode is resource intensive, and populates the existing logs with more detailed information.

The extended logging mode can optionally include a full or partial capture of all network traffic. A rolling, full-capture mode is also available.



Include a limited packet capture

Include a full packet capture

Include a rolling packet capture

The device has packet capture files stored. These files are potentially very large and might contain sensitive data, and should be deleted once a troubleshooting session ends. They are automatically deleted the next time the device reboots.

Delete

擴展日誌記錄選項

6. 重現問題或功能，並記下TimeStamp和問題描述。
7. 導航到System Logs部分，選擇Download logs...旁邊的下拉箭頭，然後選擇Full logs ( 推薦 ) 或Anonymized logs。匿名日誌具有個人身份資訊(PII)或撤退。下載完整日誌以使用Cisco TAC ( 技術支援中心 ) 進行故障排除。

## System Logs

A full archive of the logs on the device is useful for diagnosing problems.

This archive includes all current and historical logs, in addition to current system configuration, system status, packet captures and diagnostics information.

Download logs... ▼

Full logs (recommended) at... ▼

Anonymized logs

日誌下載選項

8. 導覽至Packet Captures區段，並選取檔案名稱以手動下載封包擷取。如果封包擷取對於日誌套件組合來說過大，則需要執行此程式。

Packet Captures 

File Name	Size	Last modified
<a href="#">extendedlogging.pcap</a>	0 kB	2023-08-01 15:08

Packet Captures部分

## 裝置Web介面

具有裝置憑據的使用者可以通過以下步驟從Webex影片裝置Web介面收集日誌：

1. 在Web瀏覽器中導航到裝置的IP地址。在登入頁中輸入裝置憑證。

# Cisco Webex

System name:

Username

Passphrase

Sign In

裝置登入螢幕

2. 導覽至System Maintenance部分下的Issues and Diagnostics，然後選擇System Logs頁籤。

The screenshot shows the Cisco Webex Local Device Controls interface. On the left is a navigation sidebar with categories: 'Desk' (with a monitor icon), 'Home' (with a house icon), 'Call' (with a phone icon), 'SETUP' (with a gear icon), 'Settings' (with a gear icon), 'Users' (with a person icon), 'Security' (with a lock icon), 'CUSTOMIZATION' (with a document icon), 'Personalization' (with a document icon), 'UI Extensions Editor' (with a pencil icon), 'Macro Editor' (with a document icon), 'Developer API' (with a gear icon), and 'SYSTEM MAINTENANCE' (with a gear icon). The 'Issues and Diagnostics' option is highlighted with a thick vertical bar. The main content area is titled 'Issues and Diagnostics' and contains two tabs: 'Issues' and 'System Logs'. The 'System Logs' tab is active, showing a section titled 'System Logs' with the text: 'A full archive of the logs on the device (and associated problems)'. Below this, it states: 'This archive includes all current and historical system configuration, system status, and system diagnostics information.' At the bottom of the 'System Logs' section, there are two buttons: 'Download logs...' (highlighted in blue) and 'Download logs in legacy format...' (highlighted in grey).

「系統日誌」頁籤

3. 選擇Extended Logging部分下的Start旁邊的下拉箭頭，然後選擇所需的資料包捕獲選項。三



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擴展日誌記錄選項

4. 重現問題或功能，並記下TimeStamp和問題描述。
5. 導航到System Logs部分，選擇Download logs...旁邊的下拉箭頭，然後選擇Full logs ( 推薦 ) 或Anonymized logs。匿名日誌具有個人身份資訊(PII)或撤退。下載完整日誌以使用Cisco TAC進行故障排除。

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This archive includes all current and historical logs, in addition to current system configuration, system status, packet captures and diagnostics information.

Download logs... ▼

Full logs (recommended) at... ▼

Anonymized logs

日誌下載選項

6. 導覽至Packet Captures區段，並選取檔案名稱以手動下載封包擷取。如果封包擷取對於日誌套件組合來說過大，則需要執行此程式。

Packet Captures



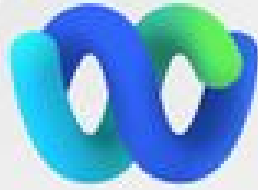
File Name	Size	Last modified
<a href="#">extendedlogging.pcap</a>	0 kB	2023-08-01 15:08

Packet Captures部分

## 僅控制中心

具有Webex控制中心訪問許可權的使用者可以通過後續步驟從Webex影片裝置收集日誌。此方法不提供擴展 logging 或資料包捕獲選項。

1. 在Web瀏覽器中導航到Webex Control Hub並使用控制中心憑據登入。



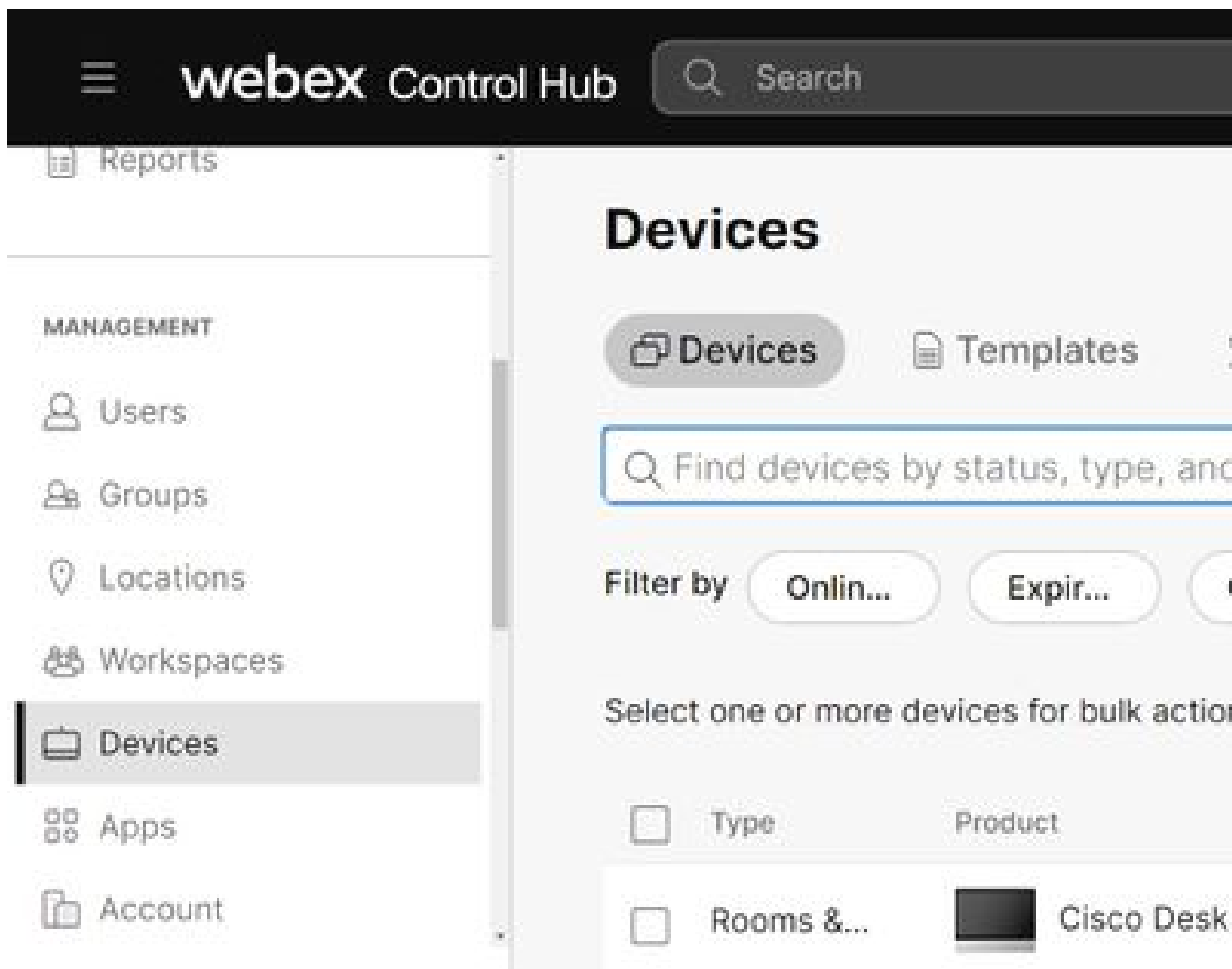
Welcome to Webex Control Hub

Email Address

Sign In

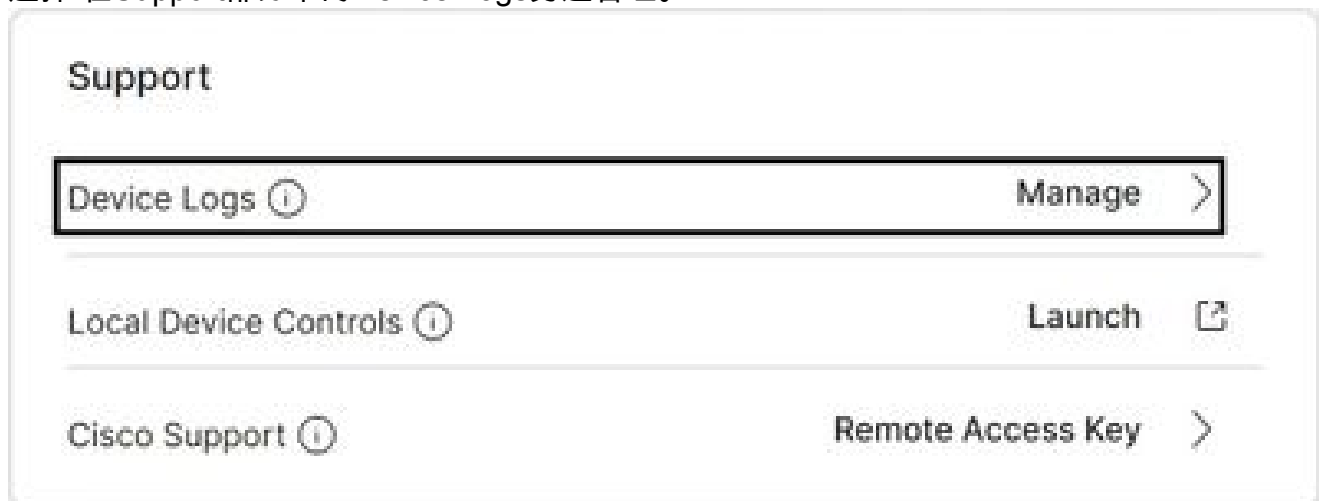
控制中心登入螢幕

2. 導航到Management部分下的Devices，選擇要從中收集日誌的裝置。



控制集線器裝置

3. 選擇 在Support部分下的Device Logs旁邊管理。



裝置日誌支援部分

4. 選擇+ Generate Log按鈕以生成完整的日誌捆綁包。

## Manage Logs

### Generate new logs

Logs generated by the Cisco Webex Cloud are also made available to the Cisco technical support organization. If opening a support case, please provide a feedback ID to the technical support representative so that they may locate the applicable log files.


Uploading new logs might take five minutes or more. You may close this window while waiting for a log upload to finish, and then check back later.



Refresh

生成日誌按鈕

5. 生成檔案後，選擇操作列下的Download按鈕。此日誌繫結是匿名的。匿名日誌不包括任何詳細資訊，例如會議名稱和呼叫資訊。建議儘可能收集非匿名日誌。

Time	Type	Feedback ID	Action
08/01/2023 3:29 ...	Full Log	 -	<a href="#">↓ Download</a>

在Control Hub下載日誌

## 裝置物理介面

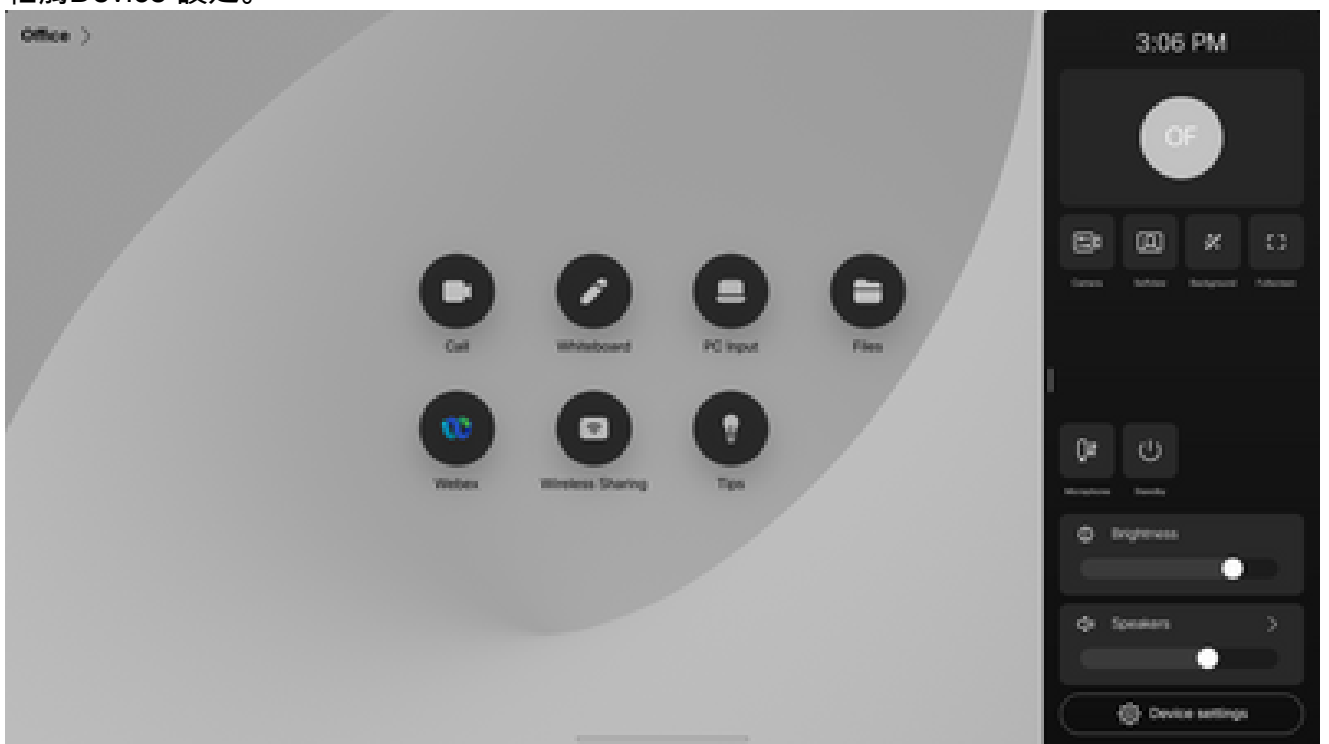
具有物理裝置訪問許可權的使用者可以通過以下步驟從Webex影片裝置的物理介面或觸控面板收集日誌：

1. 點選左上角的Settings圖示。



裝置主螢幕

## 2. 輕觸Device 設定。



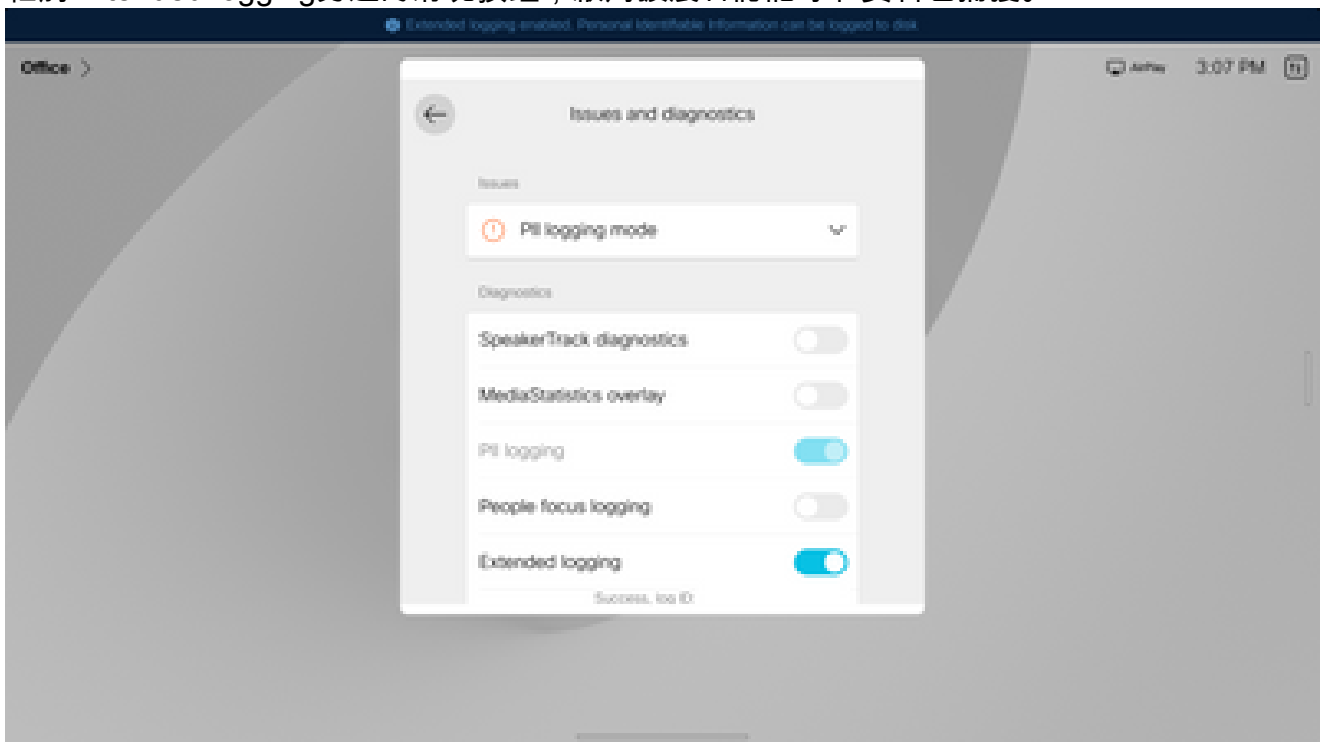
設定側視窗

## 3. 輕觸Issues和diagnostics。



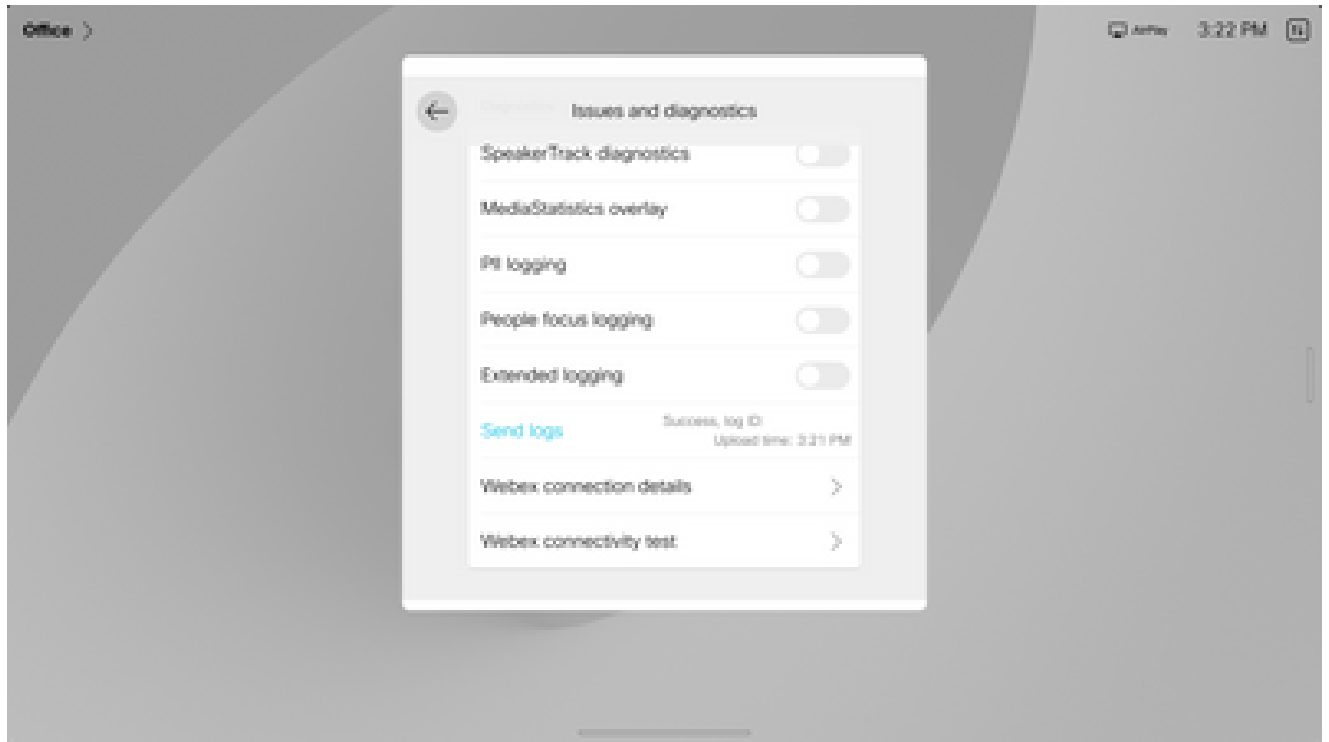
裝置設定選單

4. 輕觸Extended logging旁邊的滑塊按鈕，啟用擴展日誌記錄和資料包捕獲。



擴展日誌記錄選項

5. 重現問題或功能，並記下TimeStamp和問題描述。
6. 導覽至Issues和diagnostics，然後按一下Sendlogs。向Cisco TAC提供日志ID（識別）號碼。此方法只會將日誌傳送到思科，而不會本地下載日誌捆綁包。



傳送日誌和反饋ID

## 相關資訊

- [思科技術支援與下載](#)



## 關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。