



# Troubleshooting

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## Collect IOx sensor logs

In case of sensor issues Cisco Cyber Vision support can ask you to retrieve IOx sensor logs.

If the sensor is communicating with the Center, use the Cisco Cyber Vision GUI to generate the sensor diagnostic from the sensor statistics page.

The screenshot shows the Cisco Cyber Vision GUI interface. On the left is a dark sidebar with navigation icons. The main content area is titled 'System Statistics' with a 'Last 2 hours' filter. Below this, there's a 'Center' section and a 'Sensors' list. The selected sensor is 'FCH2309Y02K', which is 'Connected'. To its right, there's a 'Generate diagnostic' button. Below the sensor details, there's a 'System Health' section with a heart icon.

If the sensor is not communicating with the Center, you can collect the logs from the sensor command line. To do so:

### Procedure

- Step 1** Connect to the sensor in ssh.
- Step 2** Use the following command to get the sensor application id:  

```
show app-hosting list
```

```
IE3400esc00#
IE3400esc00#
IE3400esc00#
IE3400esc00#show app-hosting list
App id                               State
-----
CVSensor                             RUNNING
IE3400esc00#
IE3400esc00#
IE3400esc00#
```

**Step 3** Use the following command to connect to the sensor application:

```
app-hosting connect appid <sensor-app-id> session
```

```
IE3400esc00#
IE3400esc00#
IE3400esc00#app-hosting connect appid CVSensor session
sh-5.0#
sh-5.0#
sh-5.0#
```

**Step 4** Use the following command and copy the results returned in a file to be sent to Cisco Cyber Vision support.

```
flowctl diagnostic
```

```
sh-5.0#
sh-5.0# flowctl diagnostic > iox_data/appdata/sensor-diag.log
sh-5.0#
sh-5.0#
sh-5.0#
```

## Collect IOx sensor logs from the Local Manager

In case of sensor issues Cisco Cyber Vision support can ask you to retrieve IOx sensor logs. You can retrieve them through the IOx Local Manager.

### Procedure

- Step 1** Access the sensor's IOx Local Manager.
- Step 2** Click the **System Troubleshoot** tab.
- Step 3** Click the **Generate snapshot file** button.

Configuration > Services > IOx

**Cisco Systems**  
Cisco IOx Local Manager

Hello, admin | Log Out | About

Applications
Remote Docker Workflow
Docker Layers
System Info
System Setting
System Troubleshoot
CVSensor

▼ Events Refresh

Device Uptime	36d:10:22:51
CAF Uptime	36d:10:21:08
System Time	2023-11-22 14:21:31 UTC

Events

Errors

Current CAF stats

Warning	Error	Critical	Events
...	...	...	14

Supports RegEx  Q

Timestamp	#Record	Type	Message	Details
No data available in table				

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Go To #Record

▼ Logs Refresh

Logging Management
Select Log Type

All Logs ▾

Log name	Timestamp	Log Size	Error	View
caf.log	Wed Nov 22 14:...	564034	0	<a href="#">download</a>
caf.log.1	Wed Nov 22 14:...	1039013	0	<a href="#">download</a>
caf.log.2	Wed Nov 22 13:...	1048528	0	<a href="#">download</a>
caf.log.3	Wed Nov 22 13:...	1048565	0	<a href="#">download</a>
caf.log.4	Wed Nov 22 13:...	1048304	0	<a href="#">download</a>

▼ TechSupport Information

Tech Support snapshot file name	File Size	Download	Delete
tech_support_2023-11-22_12.22.51.tar.gz	864159	<a href="#">download</a>	<span style="color: red; font-weight: bold;">✗</span>

Generate snapshot file
Refresh

Core file name	File Size	Download	Delete

Refresh

Troubleshooting

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