



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. The main heading is 'System Statistics' with a dropdown for 'Last 2 hours'. On the left, there is a sidebar with 'Center' and 'Sensors' sections. Under 'Sensors', a search bar and a list of sensor IDs are shown: FCH2309Y02K (selected), FCW2445P6X5, and FOC2330V0T0. The main content area displays details for the selected sensor FCH2309Y02K, which is 'Connected'. The details include: Serial Number: FCH2309Y02K, Uptime: 1 day 23 hours, IP address: 192.168.49.37, Version: 4.3.0+202311161552, Capture mode: All, and System date (UTC): Nov 22, 2023 11:01 AM. A 'Generate diagnostic' button is located in the top right of the details section. Below the details, there is 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

Warning	Error	Critical	Events
...	14

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	download
caf.log.1	Wed Nov 22 14:...	1039013	0	download
caf.log.2	Wed Nov 22 13:...	1048528	0	download
caf.log.3	Wed Nov 22 13:...	1048565	0	download
caf.log.4	Wed Nov 22 13:...	1048304	0	download

▼ TechSupport Information

Tech Support snapshot file name	File Size	Download	Delete
tech_support_2023-11-22_12.22.51.tar.gz	864159	download	✖

Generate snapshot file
Refresh

Core file name	File Size	Download	Delete

Refresh

Troubleshooting

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