

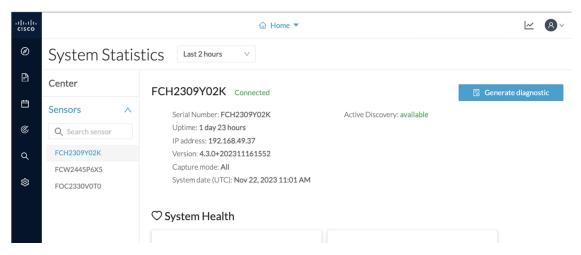
# **Troubleshooting**

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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 VisionGUI to generate the sensor diagnostic from the sensor statistics page.



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

**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

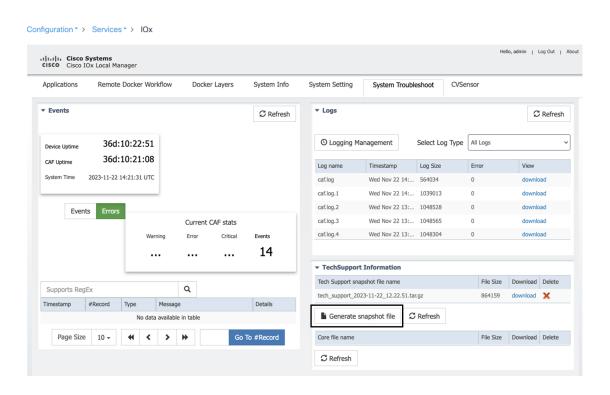
```
sh-5.0#
sh-5.0#
sh-5.0# flowctl diagnostic > iox_data/appdata/sensor-diag.log
sh-5.0#
sh-5.0#
sh-5.0#
```

### **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 snaptshot file** button.



Collect IOx sensor logs from the Local Manager