StadiumVision

Cisco StadiumVision Director System State Reporting

All Releases

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Generating a System State Report

The System State Reports feature on the Cisco StadiumVision Director main menu enables easy capture and export of system state data for the Cisco StadiumVision Director server. This information can be sent to a remote support engineer to help troubleshoot any issues that might occur with the system.

Figure 1 shows the System Extract Report Request Page. A description of the items in the page follows in Table 1.

Figure 1. System Extract Report Request Page

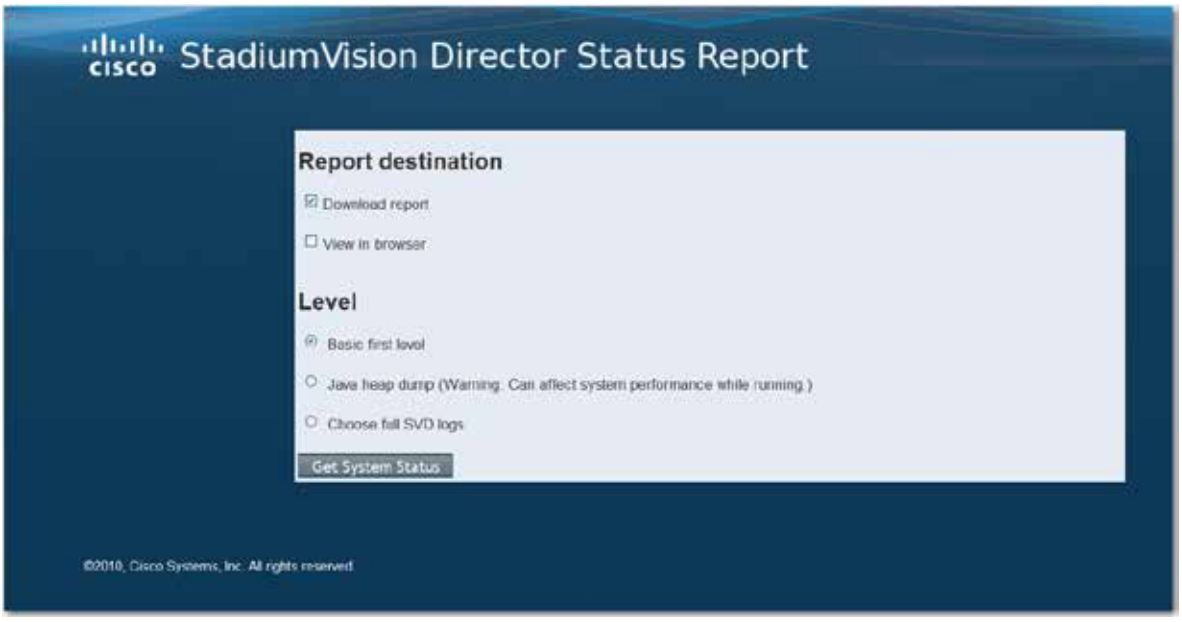

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Table 1. System Extract Report Request Page Description

Category	Description
Report Destination	Allows you to choose whether you want to download the report or view it in your browser window. If you check 'Download report', your browser will download the resulting report when the system state report is ready. You can save this file on your computer, view its contents, and mail it to support personnel. If you check 'View in browser', the resulting report is available for immediate viewing online via the link provided.
Level	Selects the level of detail you want in the report. • **Basic First Level:** Provides detailed information of the system state, including information on configuration and current performance of the hardware, the operating system, the database, the Java VM, and the Cisco StadiumVision software. • **Java Heap Dump:** Displays a report indicating the internal activities of the selected Java Virtual Machine (JVM). Before running the report, you will see a selection screen that shows the process ID, the name of the JVM, and its command line. Select one of the JVMs that you wish to get the head dump for, and then click 'Get Heap Dump'. The heap dump report will generate. o Be careful when generating a heap dump report, because while this is running, it can affect system performance. • **Full SVD Logs:** Displays a list of system log files available for retrieving from the server and copying to your local drive or sending to Cisco Technical Support. If you select 'View in Browser', then you can view the logs online as well.
Previous Reports	Lists up to 15 of the most recent exports of the system state reports that were collected. The reports may have been collected from someone accessing this request page, or from a system scheduled task. You can select one of the links to download to your local drive to view or email to Cisco Technical Support.

After the extract report runs, a resulting page will show 'Report is ready.' If you selected 'View in browser', a link will appear to view the report in the browser. If you selected 'download report', depending on your browser and its settings, you may get a dialog box to save the report on your local machine. If so, save it as desired. If this automatic download does not work, you can click on the link after the word "Download:" to again download the file. This is a compressed file containing multiple parts to the report. The file has the extension '.zip', indicating a compressed folder. The heap dump is a compressed report file which you can save to your local drive and forward to support personnel for troubleshooting, packaged just the same way that the Basic Level report is. You can configure SV Director to extract the system state data on a periodic basis through the **Tools > Advanced > Scheduled Tasks** function in the Management Dashboard. The reports generated can be viewed under 'Previous Reports' on the main System State Report page.

Note that the format of the file name is the date and time that the report was run.

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Scheduled Status Report Generation

You can configure SV Director to extract the system state data on a periodic basis through the **Tools > Advanced > Scheduled Tasks** function in the Management Dashboard.

To create a scheduled task:

1. Open the Dashboard and select **Tools > Advanced > Scheduled Tasks**.
2. Click **Add Row** and add a row with the task type being 'SystemStateExtractorTask'.
3. Enter a task time as desired.
4. Click **Apply**.

The reports generated can be viewed under 'Previous Reports' on the main System State Report page.

Click on one of the timestamps under ‘Previous Reports’ to download the report that ran at the scheduled time. You may get a dialog box to save the report on your local machine. If so, save it as desired. This is a compressed file containing multiple parts to the report. The file has the extension '.zip, indicating a compressed folder.

Viewing the Contents of the Zip File

Once you have downloaded the report file to your PC, you will have a .zip file. You can email it to Cisco Technical Support as is. If you want to view the contents of this file, follow these steps:

1. Double-click on the file to open the zip file archive manager. The contents of the file depends on the file compression software program installed on your PC. For example purposes, these instructions will assume you have WinZip on a PC.
2. Click the ‘Extract’ button and extract ALL the contents of the archive to a new directory on your local drive.
3. Using Windows Explorer, navigate to the extracted directory you just created. In the resulting folder is a file named ‘index.html’. Double-click that file and it will open in your internet browser.
4. You can now review the rest of the report by clicking on links available from this page.
5. In the case of the heap dump and log file reports, there is no index.html. Simply navigate down the levels of folders until you see the log files of interest.

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