Alarms, Logs, and Reports

This section includes troubleshooting topics about alarms, logs, and reports.

Cannot Download Logs

Problem You cannot download your logs.

> **Possible Cause** Your system is configured for SSL and you are using a Microsoft Internet Explorer version below 9. Internet Explorer below version 9 requires a specific header forcing it to cache downloaded files. It then deletes or never properly caches the files that you are attempting to save.

Solution Use Internet Explorer 9 or above. If you must use an older version of Internet Explorer, use the following solution: https://www.ibm.com/developerworks/mydeveloperworks/blogs/WCML2Thoughts/entry/internet_explorer_8_cannot_download_items_over_https_ssl_connection_with_ie8_ie_83?lang=en.

Solution Contact the Cisco TAC and set up a remote support account for the TAC to use to resolve the problem. Refer to "Setting Up a Remote Support Account" in the *Cisco WebEx Meetings Server Administration Guide* for more information.

Cannot Download Reports Using Microsoft Internet Explorer

Problem You cannot download reports when using Internet Explorer as your browser. You receive errors such as "Internet Explorer cannot download downloadReport from server. Internet Explorer was not able to open this Internet site. The requested site is either unavailable or cannot be found. Please try again later" or "File couldn't be downloaded."

> **Possible Cause** Internet Explorer has the setting "Do not save encrypted pages to disk" enabled.

Solution Change your Internet Explorer security settings. Perform the following steps: Select **Tools** > **Internet Options** > **Advanced** > **Security** and deselect the "Do not save encrypted pages to disk" check box. Then select **OK**.

Log Capture Size Problems

Problem The log capture size can become too large.

Possible Cause The log capture size can become too large, especially when obtaining logs from the archives. When obtaining logs from an archive, the log capture service gets the logs for an entire day even if you have selected only part of the day. The system was designed this way because unzipping the files can be a time-consuming process and can impact the performance of your system.

Solution Your log capture size can be minimized by selecting only the activities that you are trying to troubleshoot. The log capture size can also be minimized by performing a log capture as soon as you run into any issue, so that the log capture service does not have to go into the archives to obtain the logs.