

V3 Appliance Retrieve Logs

Contents

- 1 [How To: Retrieve Logs](#)
 - ◆ 1.1 [Using the Built-in Wizard](#)
 - ◆ 1.2 [Using WinSCP](#)
 - ◆ 1.3 [Viewing Logs via Console](#)

How To: Retrieve Logs

In the event that you need to retrieve logs for support or diagnostic purposes, there are a number of methods available:

1. Use the built in wizard to generate a tar.gz file containing all system diagnostics. This can be forwarded to a support representative;
2. Retrieve the log files using a third party tool called WinSCP (drag and drop over port 22 / secure copy);
3. As a last resort you could also simply view the logs via a console session (SSH port 22).

Using the Built-in Wizard

You can use the built in **Collect Support Logs** wizard to generate a tar.gz file. The wizard is accessible from the **Tools and Utilities Menu** which is available from the Main Menu.

To access the Tools and Utilities Menu, login to the Appliance using PuTTY (see [PuTTY How To Guide](#)).

This feature will give you the option to either:

- Generate a file containing the support logs in a specific location (which you will retrieve yourself using WinSCP).
- Have the support logs emailed to you. However, this requires that you have a mailserver on the network and the ability to relay email from the Swivel appliance, which will likely be located within your network DMZ.

The mailserver can be configured beforehand, from the **Main Menu -> Appliance -> SMTP Server** menu option.

The email subject line will be: ?Swivel Appliance Logs?

Using WinSCP

If you know the filename of the particular log file that you wish to retrieve, you can retrieve it manually using WinSCP (see [WinSCP How To Guide](#)). Please be aware however that the latest version of the appliance is more restrictive. See [Appendix B](#) for more information about the changes which will likely result in you having insufficient permissions that in previous versions.

Viewing Logs via Console

Whilst this is possible, it's not recommended as it requires command line access. Should you not be in a position to retrieve logs via the other methods mentioned, please contact your Swivel Support Representative for further assistance.