

Capturing a Coroner Log and Network Trace

LifeSize video communications systems include a special diagnostics interface that can assist LifeSize Support personnel in diagnosing product behavior. You can capture a coroner log and network trace from this interface to provide valuable information to the Support team. The coroner log includes system log file data detailing the components of the LifeSize system and their status. The network trace is a standard tcpdump trace that gathers H.323 or SIP data.

Capturing a Coroner Log

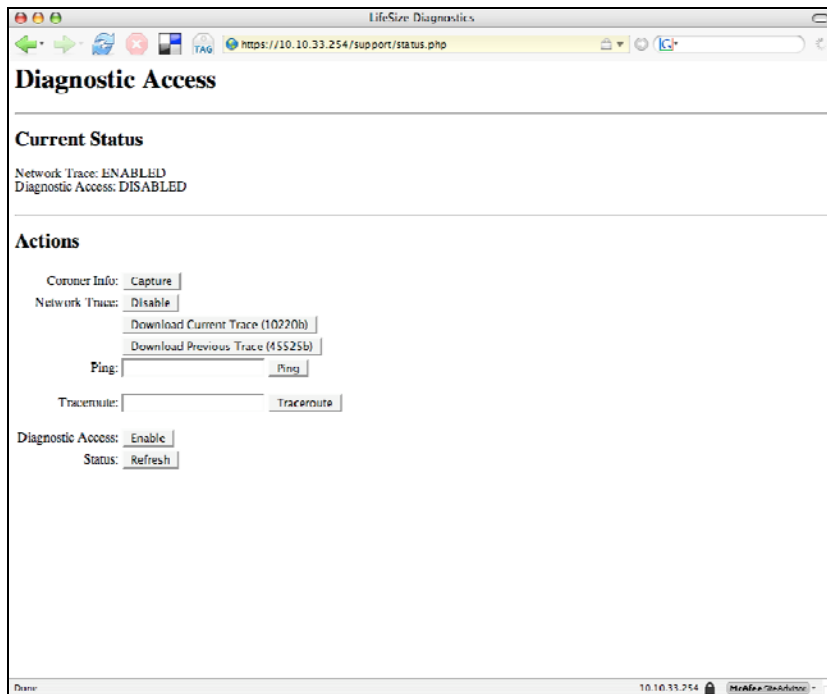
Follow these steps to capture a coroner log:

1. In a browser, enter the IP address of the system followed by **/support**.
2. When prompted, enter the default username and password.

Username: **cli**
Password: **lifesize**

Note: For security reasons, LifeSize recommends you change the password. Refer to the **Automation Command Line** document on the LifeSize web site for instructions.

3. The **Diagnostic Access** page displays.



4. Click the **Capture** button next to **Coroner Info** to start the capture process.
Note: This process may take several minutes.
5. When complete, the page displays a **Diagnostic Information** section. Click the **Download** button next to **Diagnostic Information Ready** to download the diagnostics file.
6. When prompted, save the file to a location on your computer. The default filename is **coroner.dat**.
7. Send this file to LifeSize Support, including the following associated information.
 - The activity being performed on the system.
 - The IP addresses and make/model of other systems involved in the call.
 - The version of software installed on the devices involved.
8. If you have multiple coroner logs, rename the files before sending them to LifeSize.

Capturing a Network Trace

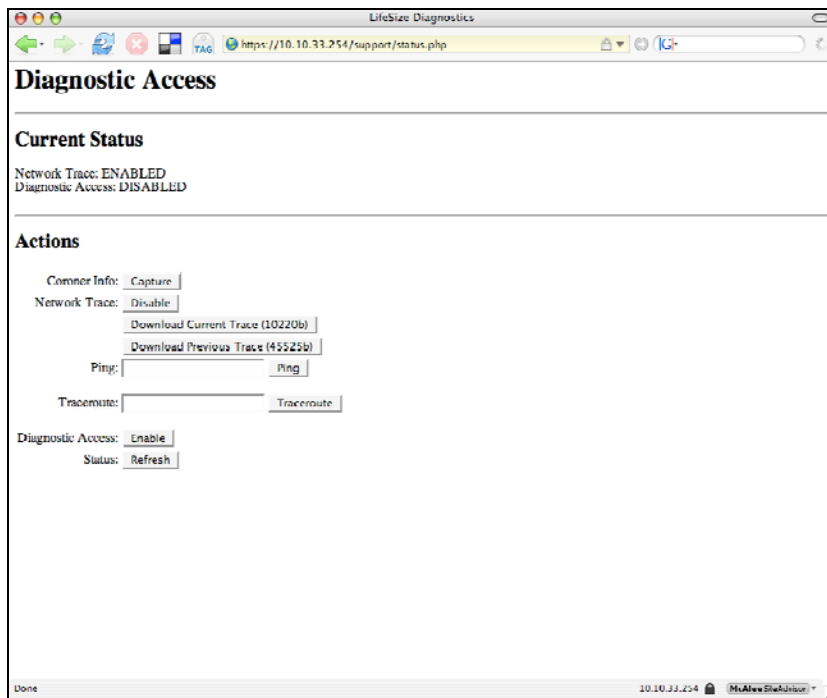
Follow these steps to capture a network trace:

1. In a browser, enter the IP address of the system followed by **/support**.
2. When prompted, enter the username and password. The default values are:

Username: **cli**
Password: **lifesize**

Note: For security reasons, LifeSize recommends you change the password. Refer to the **Automation Command Line** document on the LifeSize web site for instructions.

3. The **Diagnostic Access** page displays the current status. The Network Trace is enabled by default.



4. Periodically the trace is stopped and a new trace started. You can download up to two previous traces.
5. To save the current trace, click the **Download Current Trace** button.
6. The browser prompts you to save the file.
7. To save the previous trace (before the last reboot), click **Download Previous Trace**.
8. Save the file (prefaced with *old*) to a location on your computer.
9. Email the trace files to LifeSize Customer Support.

Disabling the Network Trace capability

For security reasons, you may wish to disable the network trace capability. To do so, follow these steps:

1. In the **Actions** section of the **Diagnostic Access** page, click the **Disable** button next to **Network Trace**.
2. The page will refresh.
3. In the **Current Status section**, verify the value for Network Trace is **DISABLED**.