

**Main page:** [Cisco Unified MeetingPlace, Release 7.0](#)

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The System Information Capture log provides details about the configuration and failure of the Cisco Unified MeetingPlace system during a particular time period. In general, every bug report should include the System Information Capture log. Running this log generates a very large zip file that you can send to Cisco TAC, who can help you troubleshoot problems. After you download the zip file, be sure to delete it from the /tmp directory to save space on your system.

**Note:** To display the current status of the Cisco Unified MeetingPlace system, instead of over a specific period of time, see the [Viewing the Current Status of the System in the Administration Center](#).

**Note:** During normal system use, you may use the **su** command to switch to the root user level. If you accidentally enter the root password into the command line, it is possible that the root password will be recorded in the BASH history file (~/.bash\_history). If this happens, you should use the **history ?c** command to clear the history; otherwise, the root password may be visible to other users and it might be captured as part of the infocap log.

#### Procedure

1. Log in to the Administration Center.
2. Click **Services > Logs > System Information Capture**.
3. Enter or change the values on the [System Information Capture Page](#).  
**Note:** To receive better and faster service from Cisco TAC, enter as much information as you can. The details you provide will help Cisco TAC quickly understand and troubleshoot the problem.
4. Click **Capture Logs**.
5. Click **OK**.
6. Obtain the data by taking one of the following actions:
  - ◆ Navigate to the zip file specified on the page. The name of the zip file is based on the date and time parameters that you entered on the [System Information Capture Page](#).
  - ◆ Click **Export to File**.
7. To view the System Information Capture log:
  1. Extract the files from the zip file.
  2. Open the index.html file.

#### Related Topics

- [Table: Field Reference: System Information Capture Page](#)

**What To Do Next**

We recommend that you delete the zip file from the /tmp directory to save space on your system.