

# Downloading Server and Controller Logs

## Overview

Server and controller logs are often a key way to help diagnose and troubleshoot issues being experienced on a Paxton10 system. This application note details the procedure for downloading server and controller logs directly via the Paxton10 UI.

## Prerequisites and Limitations

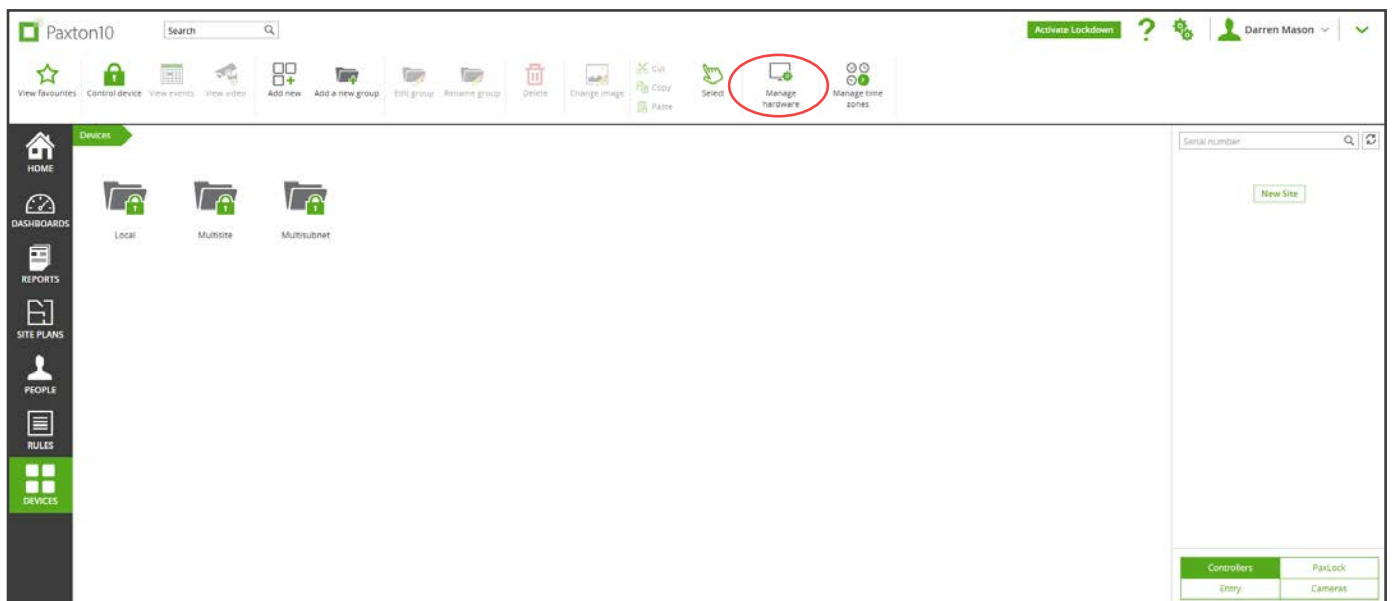
1. Role Requirement: Requesting and downloading logs is restricted to software users with the **'System Engineer'** role.
2. Connection Requirements:
  - a. The Paxton10 server and controllers must have access to the internet, including access to <https://p10msitetokengensa.blob.core.windows.net> on Port 443.
  - b. Currently, log downloads are strictly limited to users accessing the Paxton10 software via the local link (e.g. <https://paxton10-XXXXXX>).

The functionality is unavailable if using the remote access link (e.g. <https://p10remote.com/XXXXXX>).

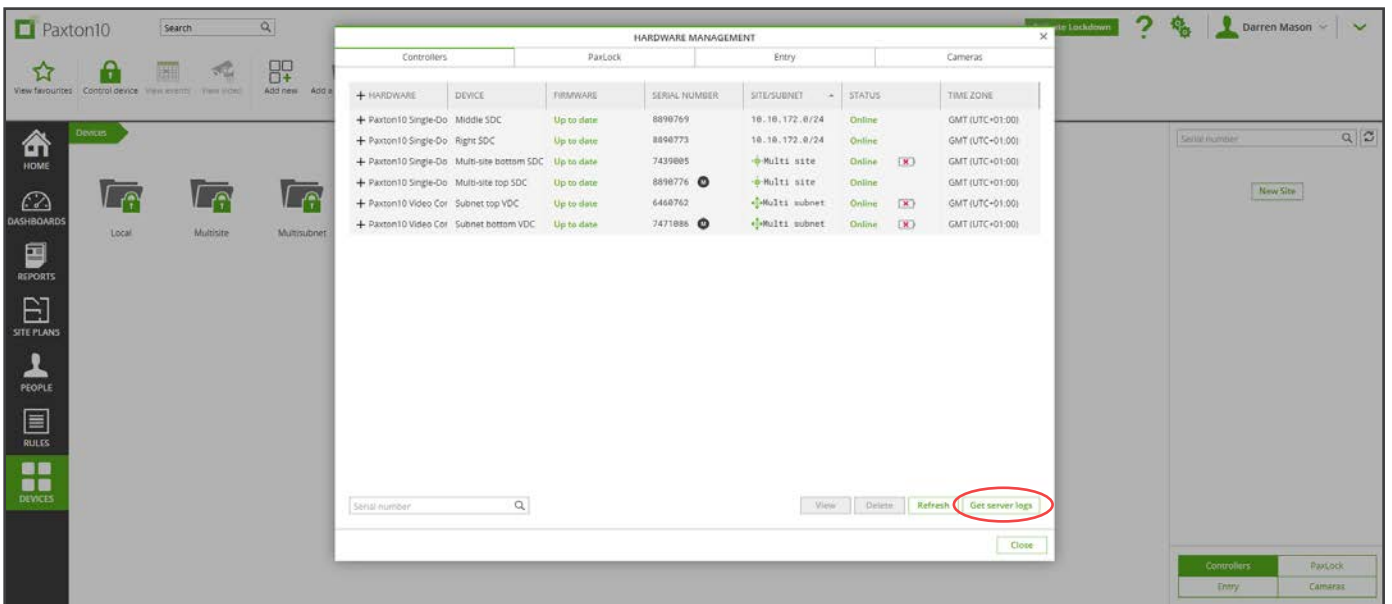
## Downloading Server Logs

Server logs are downloaded from the Hardware Management section.

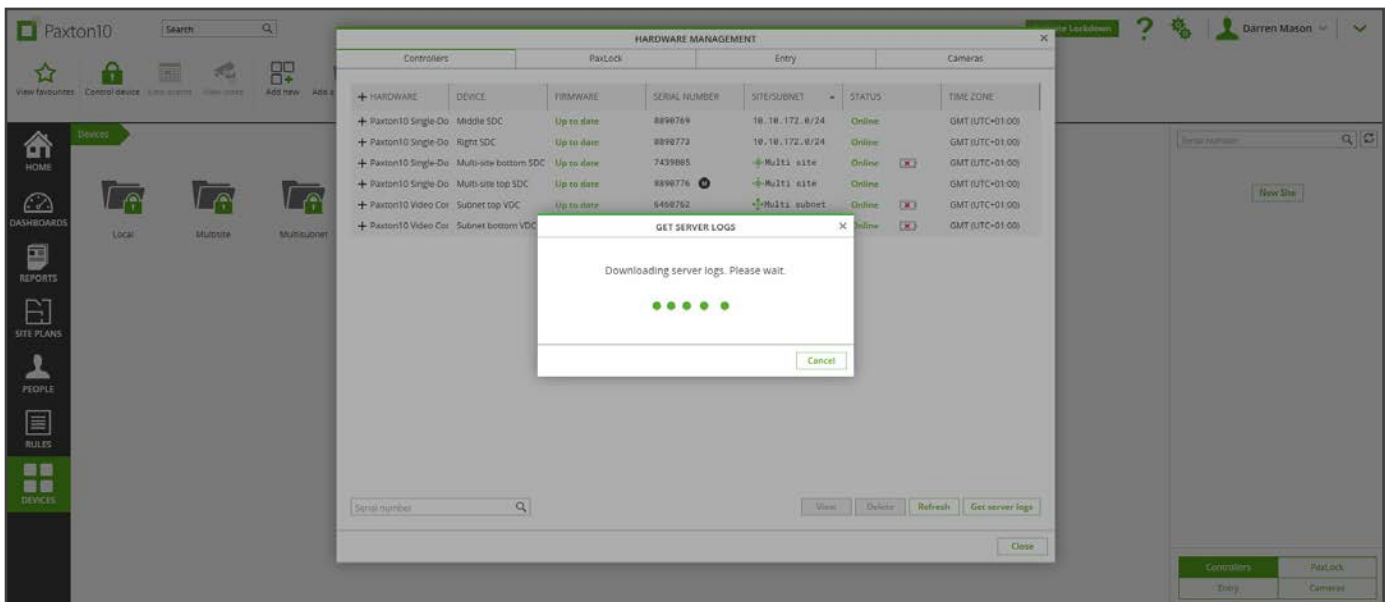
1. Navigate to the **'Hardware Management'** modal.



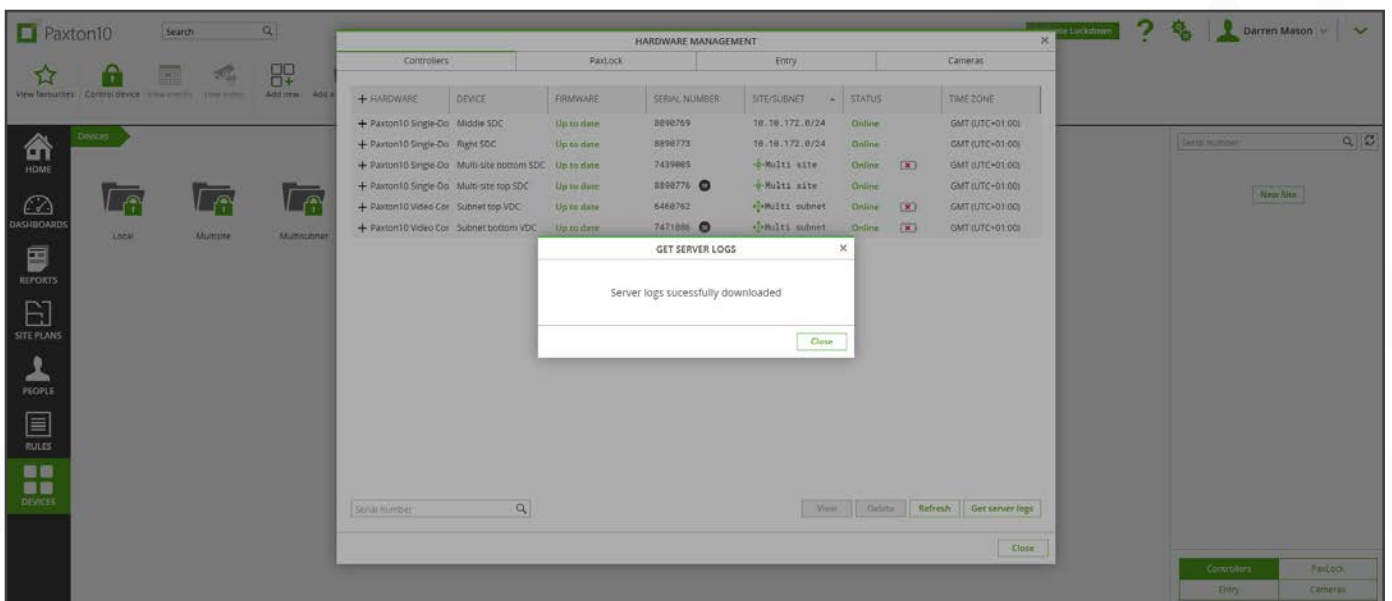
2. Locate and select the **'Get server logs'** button.



3. The UI will indicate that processing is underway – do not navigate away.

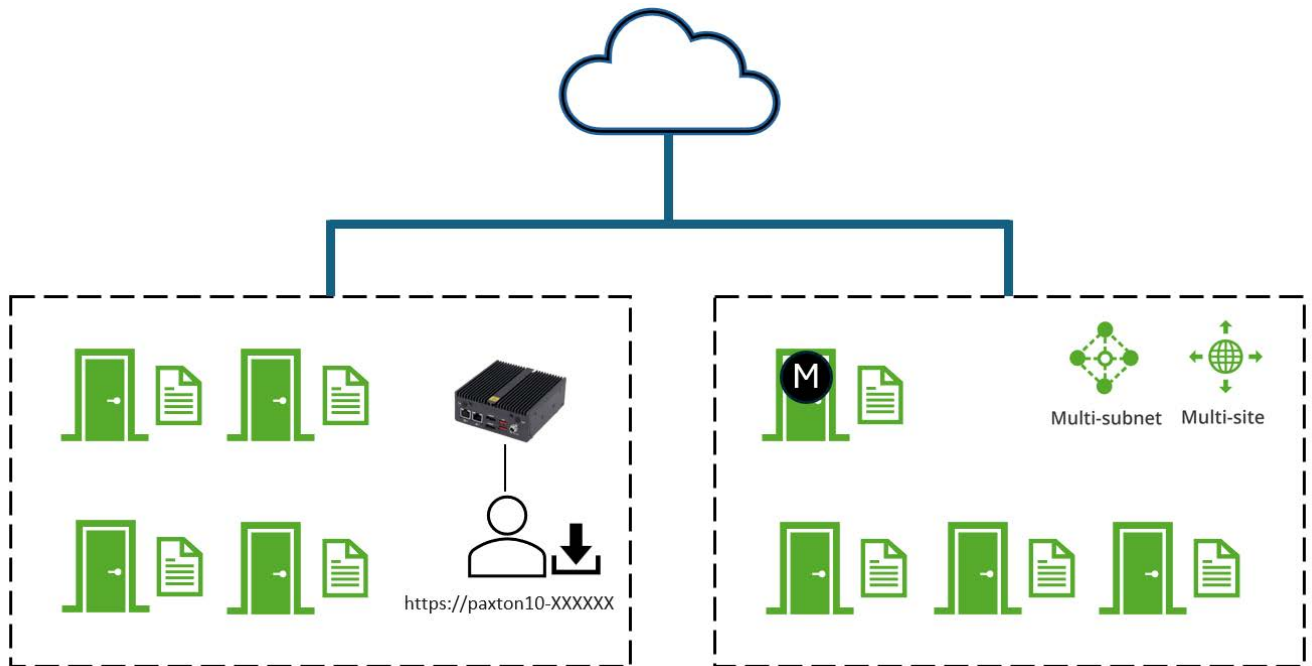


4. Once processing succeeds, the log files will automatically download to your browser.



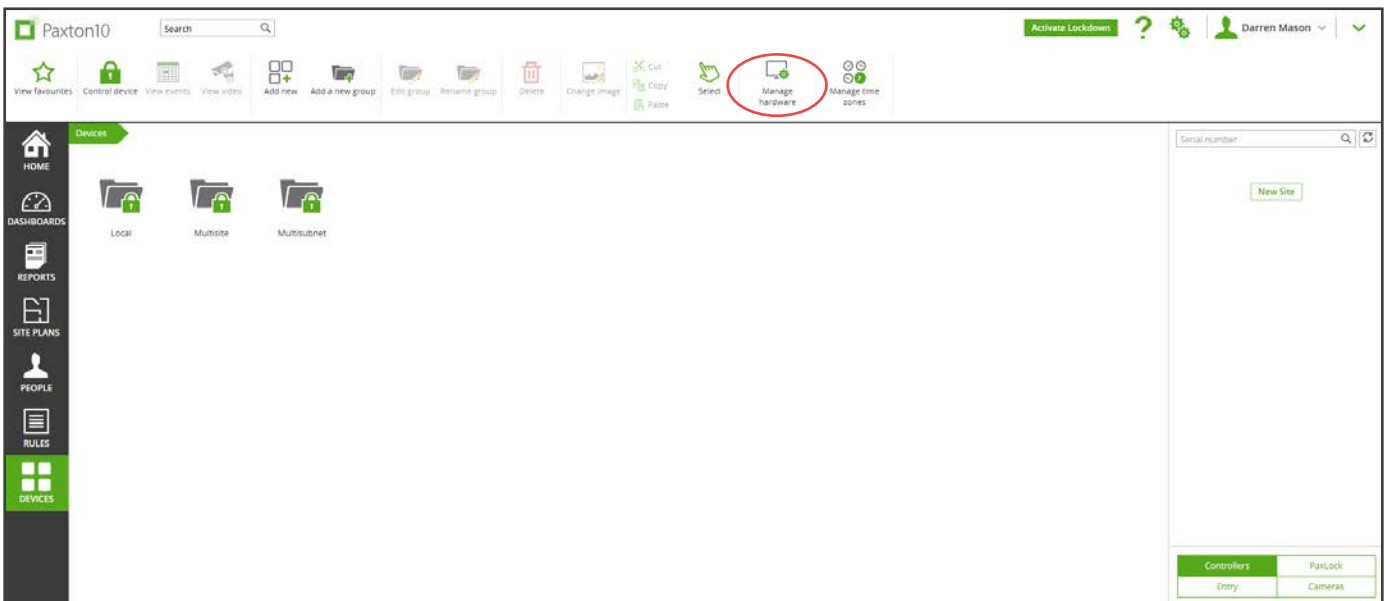
## Downloading Controller Logs

Paxton10 supports multi-site/subnet topologies where controllers are geographically separated from the server. You can download logs for any controller, regardless of its physical location, provided you are connected to the Paxton10 UI via the local network link (e.g. <https://paxton10-XXXXXX>).

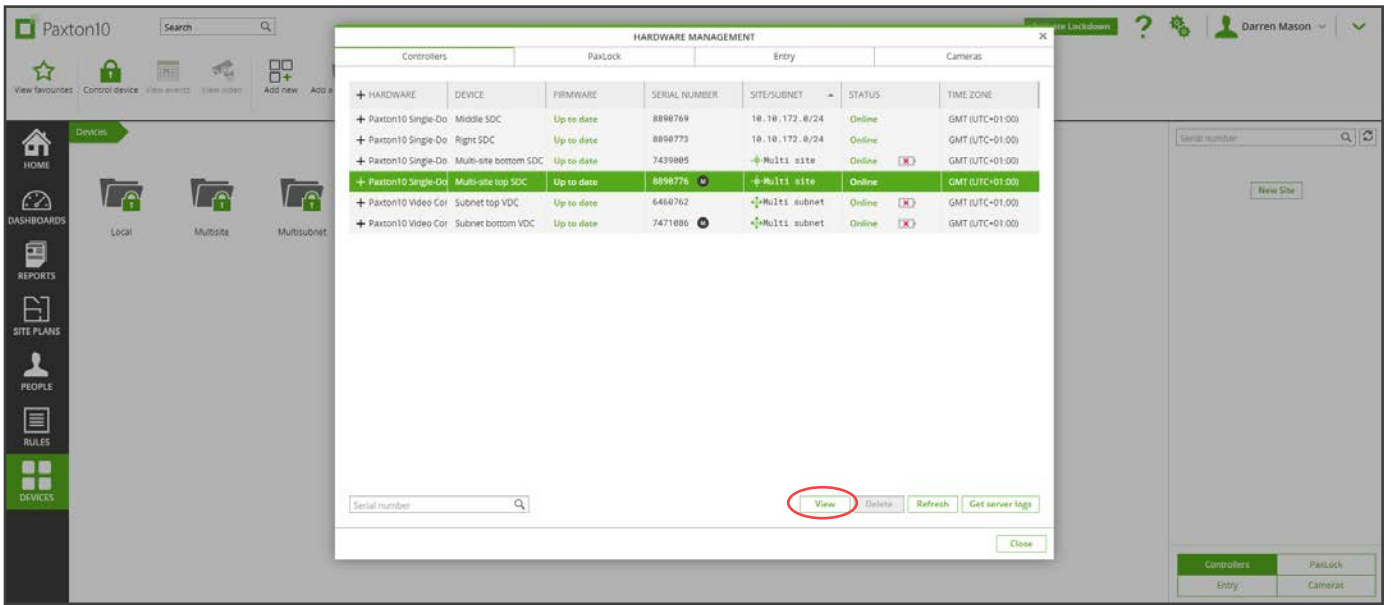


Downloading controller logs is done on a controller by controller basis from Hardware Management.

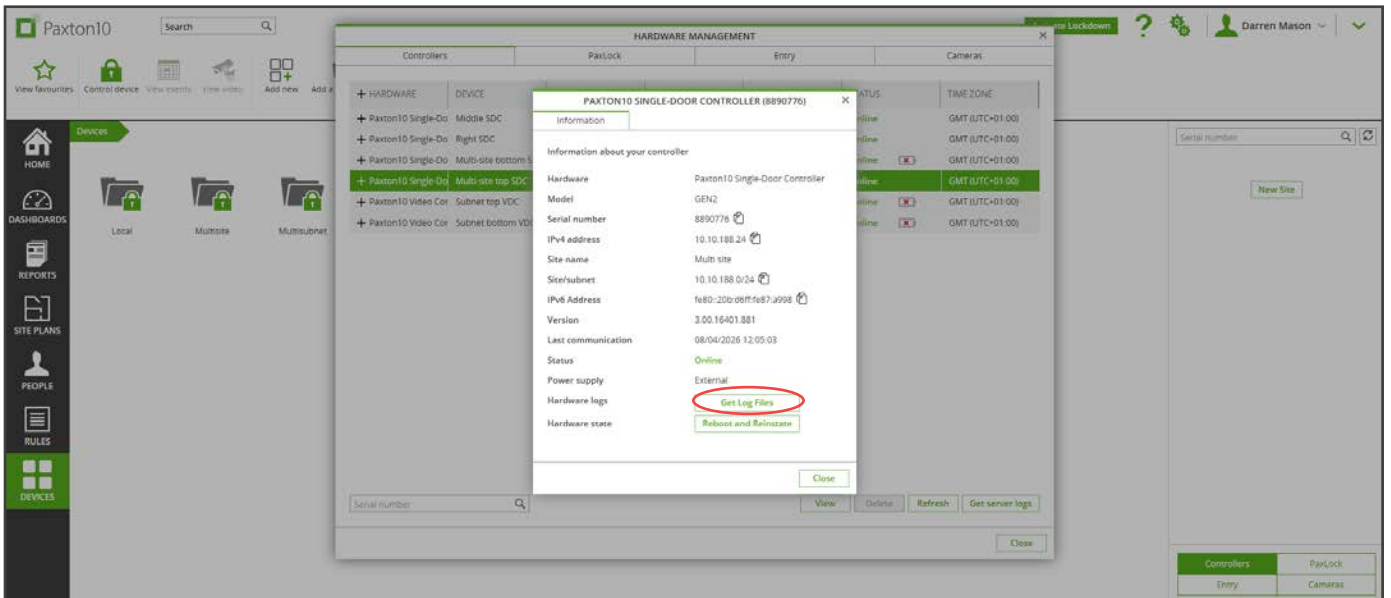
1. Navigate to the 'Hardware Management' modal.



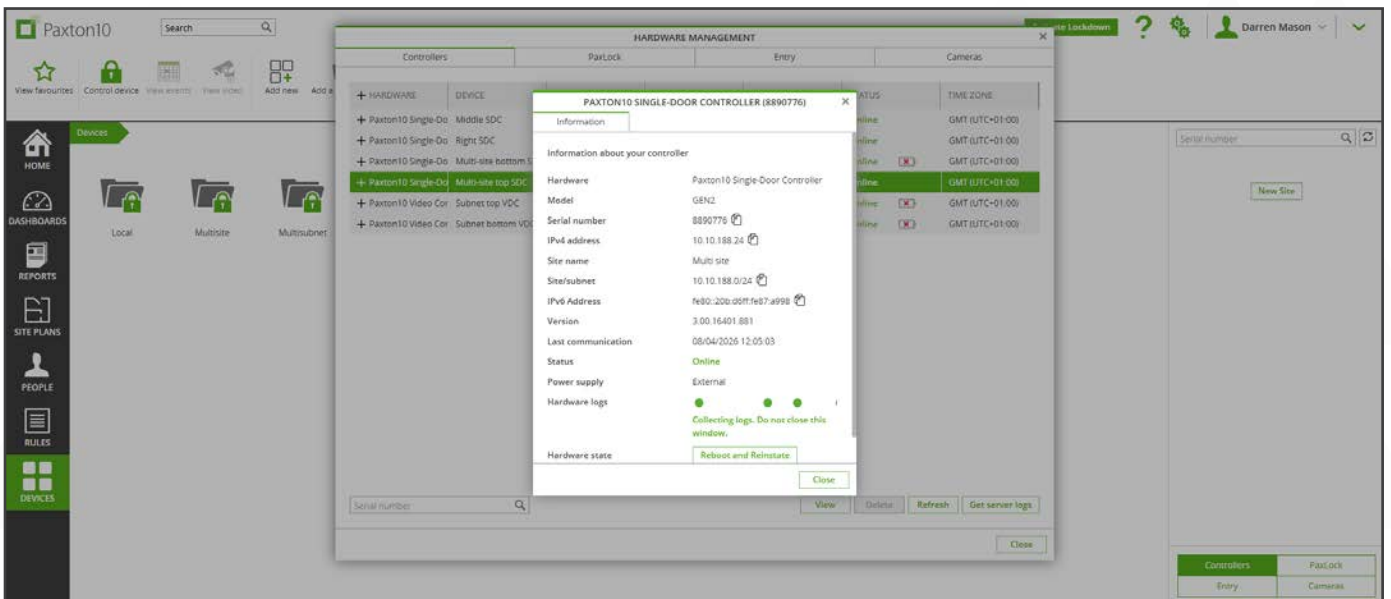
2. Double click or select 'View' on the target controller.



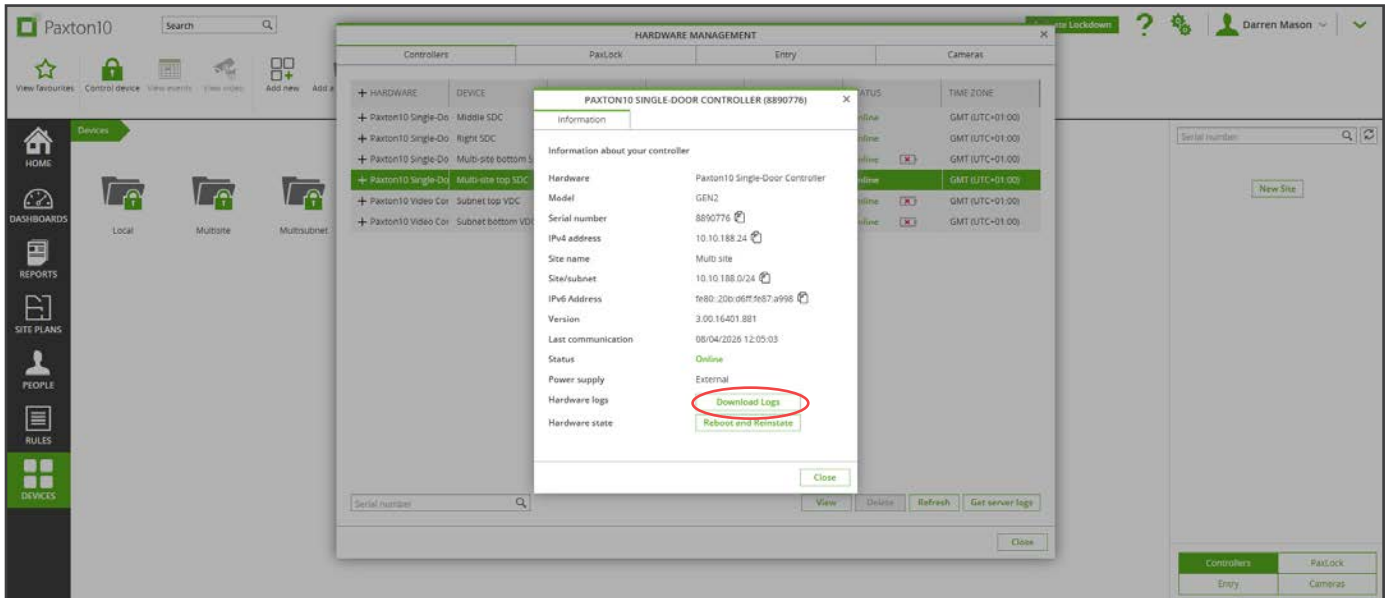
3. Locate and select the 'Get Log Files' button.



4. The UI will indicate it is processing the request – do not navigate away.



- Once successful, select 'Download Log Files' to save the to your local machine.



## Points to Note

- Following a successful download of the logs, the generated files are automatically deleted from the server.
- Users cannot request a new set of logs for a specific controller or the server until the current set has been downloaded.
- If the user closes the window or navigates away before first downloading the logs, the system will automatically delete the files and a new set of logs will have to be requested.

## Overcoming Remote Access Limitations

Log file downloads are currently disabled when accessing the Paxton10 system via the remote link. This necessitates a local network connection to the server.

To prevent unnecessary site visits by Installers or Paxton Support personnel, where appropriate, you should consider coordinating with an on-site end user to retrieve the logs on your behalf.

- Identify an appropriate user who possesses the 'System Engineer' role and is based at the same location as the Paxton10 server.
- Provide the user with this application note to act as instructions.
- Have the user email/transfer the downloaded files to the Installer/Paxton Support team for further investigation.

A future software update will allow logs to be requested and downloaded via the remote link.