

# Export Log File with CSPC Console

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## Introduction

This document describes how to use the Common Services Platform Collector (CSPC) console to export a log file without the use of an FTP client.

## Problem

The CSPC GUI cannot export a file because the network security does not allow FTP use.

## Solution

To export the file with the CSPC console:

1. Open an SSH and log into the CSPC directory.
2. Use the command line to change the user to "root".

```
su -
```

4. Move the file to the `/opt/cisco/ss/adminshell/applications/CSPC/logs/` directory:

```
mv <your_file> /opt/cisco/ss/adminshell/applications/CSPC/logs/
```

Example:


```
/opt/cisco/ss/adminshell/applications/CSPC/logs/_1651082471507.pbx
```

5. Change ownership and permissions of the file:

```
chown casuser:casusers /opt/cisco/ss/adminshell/applications/CSPC/logs/<your_file>  
chmod 755 /opt/cisco/ss/adminshell/applications/CSPC/logs/<your_file>
```

6. Ensure the file is in the /logs directory.
7. In the CSPC GUI, select Administration>Export Log Files to export the file.
8. The exported file is zipped.

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 **Tip:** Go to the /opt/cisco/ss/adminshell/applications/CSPC/logs/ directory to confirm that the file was exported. Use "ls -ltr" in this directory to confirm the file has the correct ownership and permissions.

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