# Capturing Viewer Session Console Logs

## Technical Note

### DECEMBER 2023

## Technical Note Section Outline

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## 1. Overview

Vertiv products that maintain a web User Interface (UI) store console logs for viewer sessions that reflect information about the user's actions and the machine itself, which can be helpful for troubleshooting purposes. Viewer sessions can be launched from the latest versions of the following web browsers:

- Microsoft Edge
- Mozilla Firefox
- Google Chrome
- Apple Safari

This technical note provides instructions for using a web browser's development tools to view and obtain the viewer session console logs from the backend of the appliance's web UI. These logs can then be sent to Vertiv Technical Support to develop a solution based on the specific issue shown in the logs. See the procedure in the next section for instructions on capturing the viewer session console logs.

## 2. Capturing Viewer Session Console Logs

To view and capture the console logs:

1. Open a supported browser and enter **https://**<appliance.IP>, then log into the appliance.

2. In the upper right-hand corner of the browser, click the horizontal ellipsis to select the Settings and More button. A menu of options appears.



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3. Select *More tools*, then select *Developer tools*.
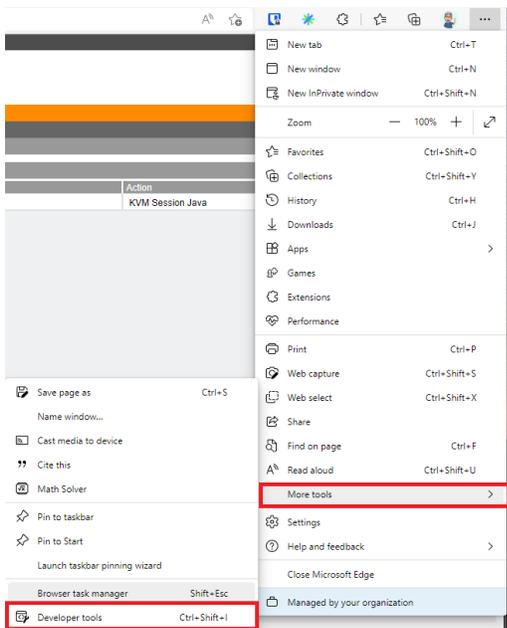


4. In the Developer Tools window, click on the gear icon to open Settings.



5. Under the Global heading, check the box to enable the Auto-open DevTools for popups option.
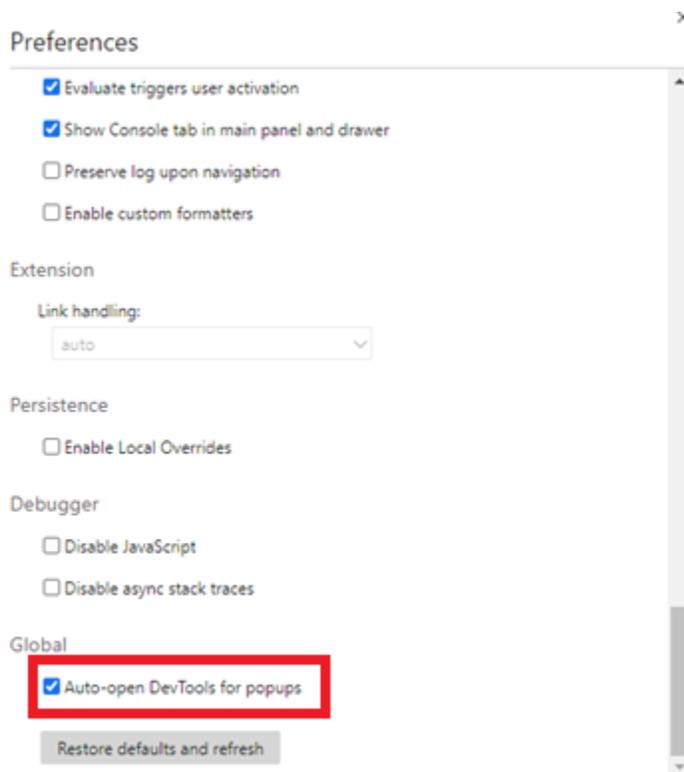


6. Close the Settings page and select *Console*.
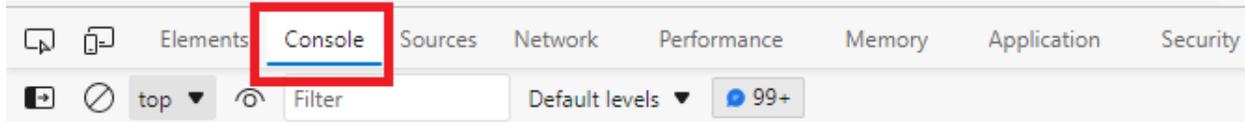
7. From the appliance's web UI, launch the viewer session as normal.

NOTE: **If the viewer session opens briefly then closes, click *Sources* rather than Console. In the window that appears, click *Event Listener Breakpoints* to expand the menu, then check the box for the Window option to prevent the session from closing. It may take a couple of attempts to reach this screen before the viewer session closes. Afterwards, continue with step 6 and complete the rest of the procedure.**

8. Right-click on the console log, then click *Save as* to save the log to a chosen destination.
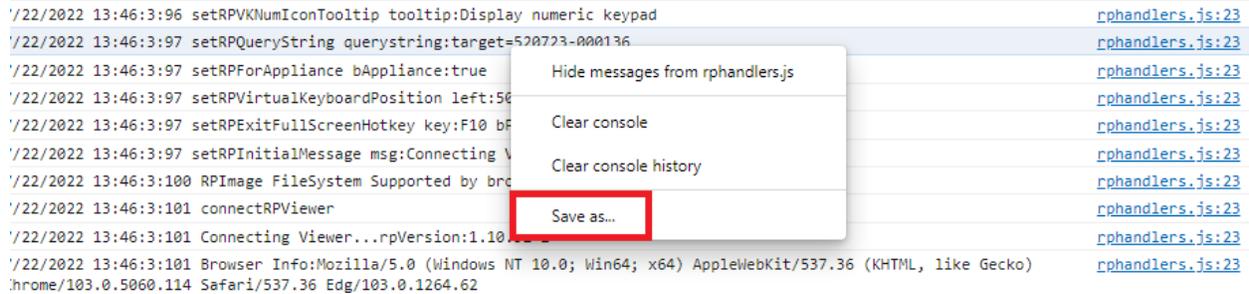


9. Collect the file and email it to Vertiv Technical Support for troubleshooting assistance.