



# Log collection

## Cluster and storage switches

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# Log collection

## Log collection overview

With log collection set up, you can enable an hourly collection of periodic data that is collected by AutoSupport, and request detailed support logs.

See [Configure log collection](#) for further details.

## Troubleshoot log collection

If you encounter any of the following error statuses reported by the log collection feature (visible in the output of the `system switch ethernet log show` command), try the corresponding debug steps:

Log collection error status	Resolution
<b>RSA keys not present</b>	Regenerate ONTAP SSH keys.
<b>Switch password error</b>	Verify credentials, test SSH connectivity, and regenerate ONTAP SSH keys. Review the switch documentation or contact NetApp support for instructions.
<b>ECDSA keys not present for FIPS</b>	If FIPS mode is enabled, ECDSA keys need to be generated on the switch before retrying.
<b>Pre-existing log found</b>	Remove the previous log collection file on the switch.
<b>Switch dump log error</b>	Ensure the switch user has log collection permissions. Refer to the prerequisites above.



If the resolution details do not work, contact NetApp support.

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