



Log collection

Install and maintain

NetApp

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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
RSA keys not present	Regenerate ONTAP SSH keys.
Switch password error	Verify credentials, test SSH connectivity, and regenerate ONTAP SSH keys. Review the switch documentation or contact NetApp support for instructions.
ECDSA keys not present for FIPS	If FIPS mode is enabled, ECDSA keys need to be generated on the switch before retrying.
Pre-existing log found	Remove the previous log collection file on the switch.
Switch dump log error	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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