

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.



Avocent MPU8032DAC



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.

Preferences	×
Evaluate triggers user activation	^
Show Console tab in main panel and drawer	
Preserve log upon navigation	
Enable custom formatters	
Extension	
Link handling:	
auto 🗸	
Persistence	
Enable Local Overrides	
Debugger	
Disable JavaScript	
Disable async stack traces	
Global	
Restore defaults and refresh	v

6. Close the Settings page and select Console.



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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.

<pre>'/22/2022 13:46:3:96 setRPVKNumIconTooltip tooltip:Display</pre>	<u>rphandlers.js:23</u>	
//22/2022 13:46:3:97 setRPQueryString querystring:target=52	<u>rphandlers.js:23</u>	
//22/2022 13:46:3:97 setRPForAppliance bAppliance:true	Hide messages from rphandlers.js	<u>rphandlers.js:23</u>
<pre>'/22/2022 13:46:3:97 setRPVirtualKeyboardPosition left:50</pre>		<u>rphandlers.js:23</u>
<pre>'/22/2022 13:46:3:97 setRPExitFullScreenHotkey key:F10 bF</pre>	Clear console	<u>rphandlers.js:23</u>
<pre>'/22/2022 13:46:3:97 setRPInitialMessage msg:Connecting \</pre>	Class cancela history	<u>rphandlers.js:23</u>
//22/2022 13:46:3:100 RPImage FileSystem Supported by bro		<u>rphandlers.js:23</u>
'/22/2022 13:46:3:101 connectRPViewer	Save as	<u>rphandlers.js:23</u>
//22/2022 13:46:3:101 Connecting ViewerrpVersion:1.10		<u>rphandlers.js:23</u>
<pre>'/22/2022 13:46:3:101 Browser Info:Mozilla/5.0 (Windows NT hrome/103.0.5060.114 Safari/537.36 Edg/103.0.1264.62</pre>	10.0; Win64; x64) AppleWebKit/537.36	(KHTML, like Gecko) <u>rphandlers.js:23</u>

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

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