Collect UCS Tech Support Files: UCS Server, UCS Central, and Intersight Appliance

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Introduction

This document describes how to collect Cisco Integrated Management Controller, Unified Computing System Manager and Intersight tech support files.

Background Information

The document describes how to create and download tech support files from Unified Computing System Manager (UCSM) for B-series C-series and X-series blade servers for release 4.0 and later (HTML Graphical User Interface), for Cisco Integrated Management Controller (CIMC) version 4.0 and later for C-Series servers and S-Series, devices managed by Intersight, and for UCS Central and Intersight Appliance.

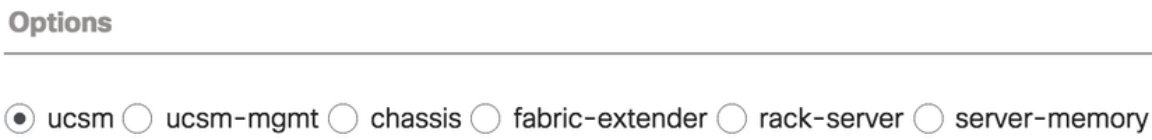
UCSM

From UCSM, download these types of Tech-support logs:

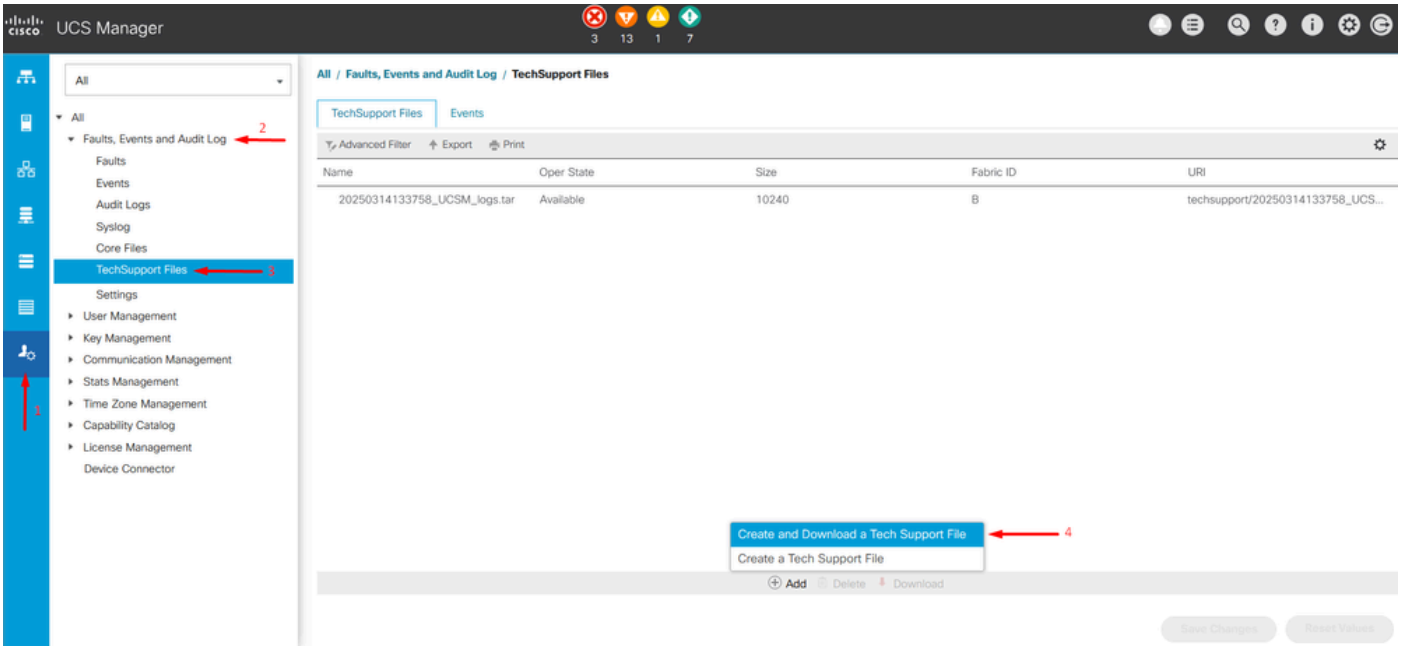
- UCSM creates a file that contains technical support data for the entire Cisco UCS domain. This file does not include the tech support data for chassis, fabric-extender, rack-server, and server memory.
- UCSM-MGMT creates a file that contains technical support data for the Cisco UCS management services, except for the fabric interconnects.
- Chassis creates a file that contains technical support data for either the CIMCs or I/O modules in a given chassis.
- Fabric-extender creates a file that contains technical support data for a fabric extender.
- Rack-server creates a file that contains technical support data for a C-Series server.
- Server-Memory saves a file that contains server memory technical support data for B-Series and C-

Series servers to the specified directory.

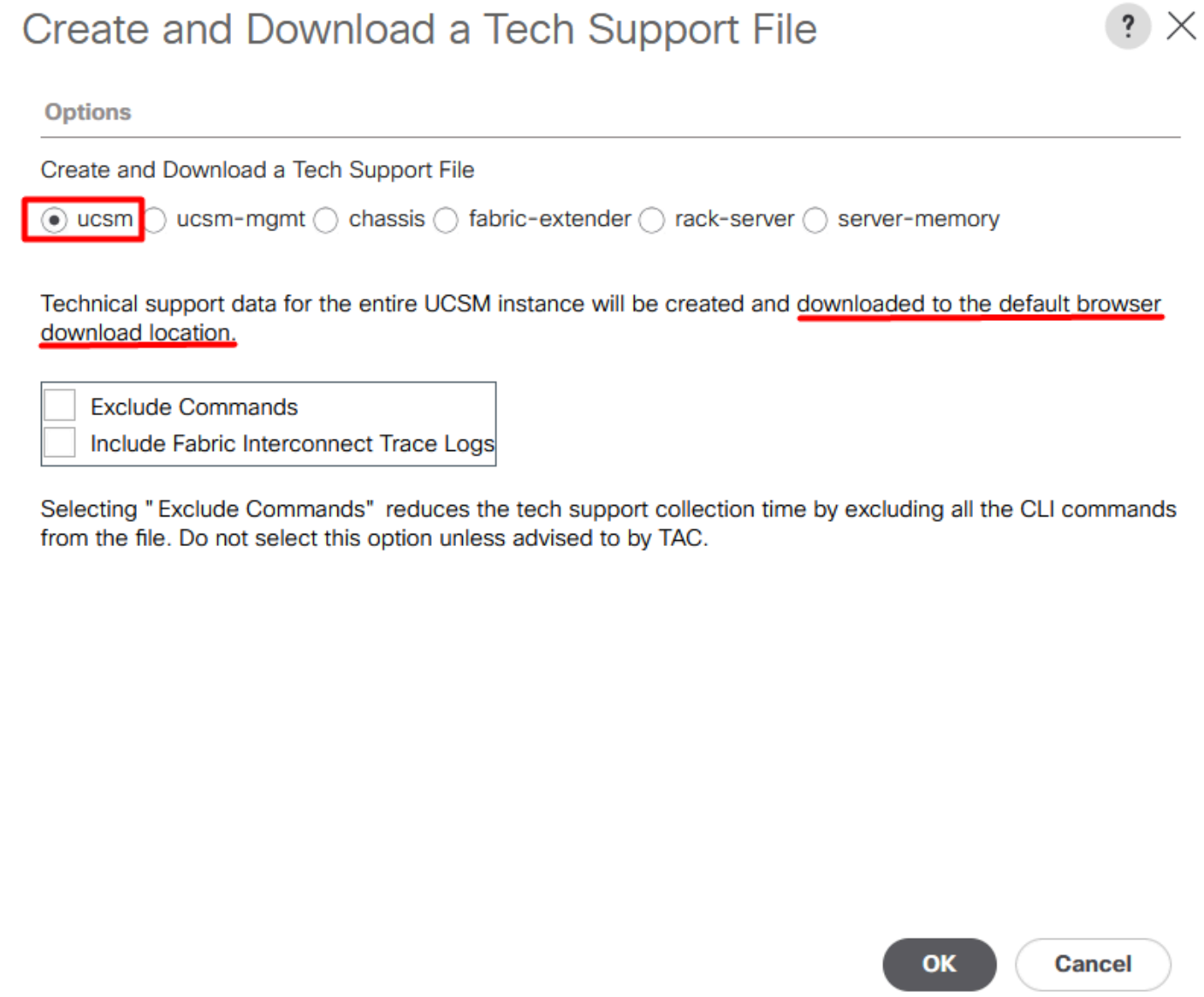
- Core-Files - These files result from a UCSM or NXOS process crash. These files are needed to decode and understand what led to the process crash.



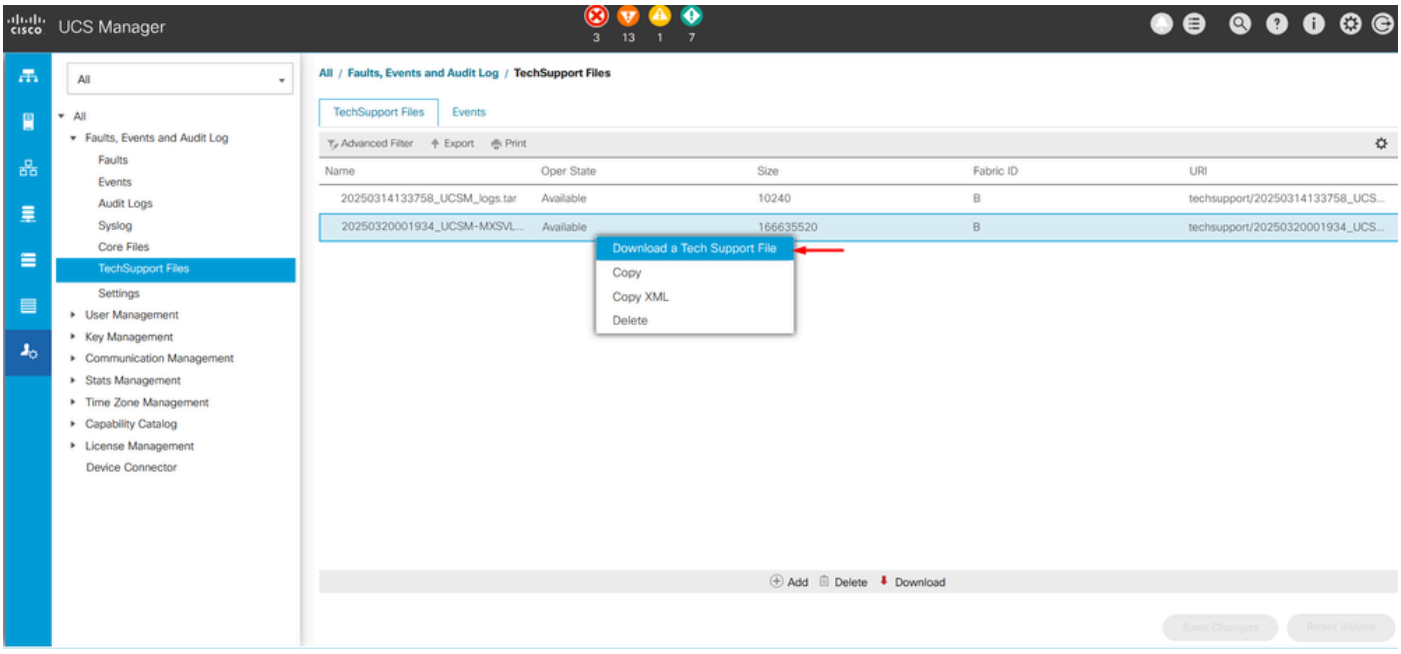
Step 1. Navigate to **Admin** > **Faults, Events & Audit Log** > **TechSupport Files**.



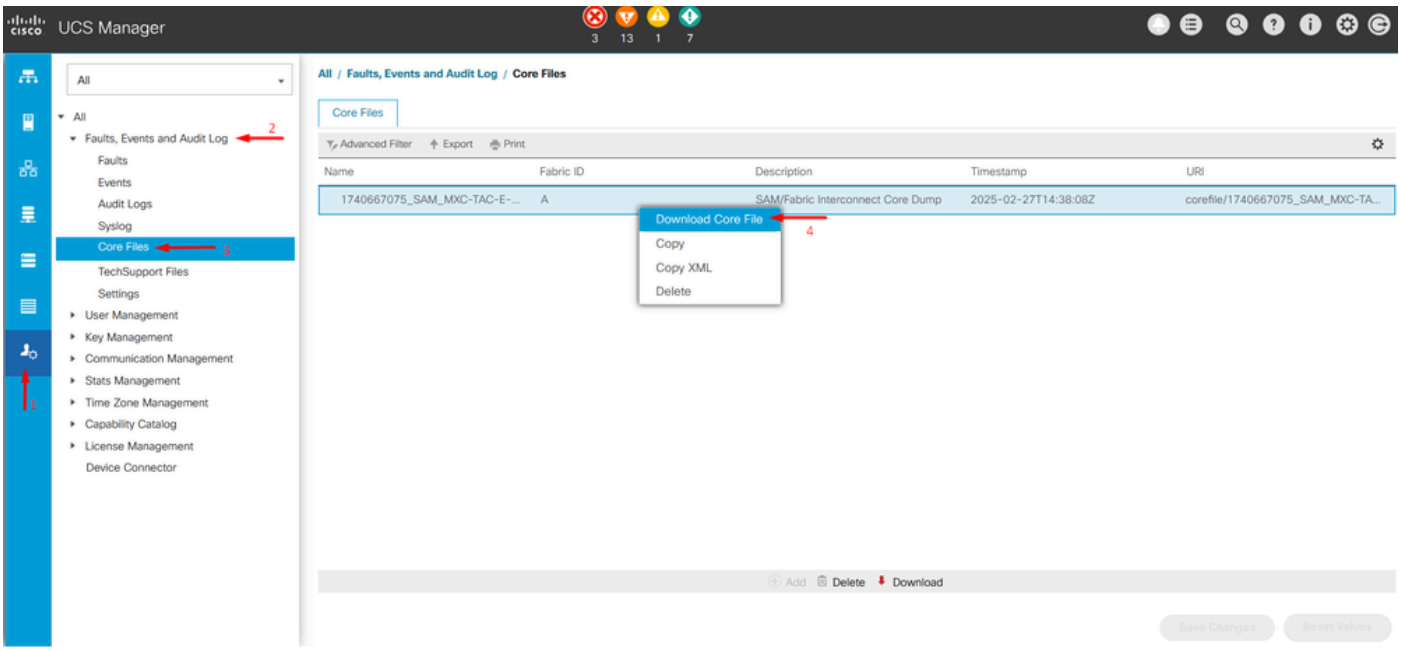
Step 2. From **Options**, select the technical support data to download.



Step 3. Once the Tech Support File is generated, download the file.

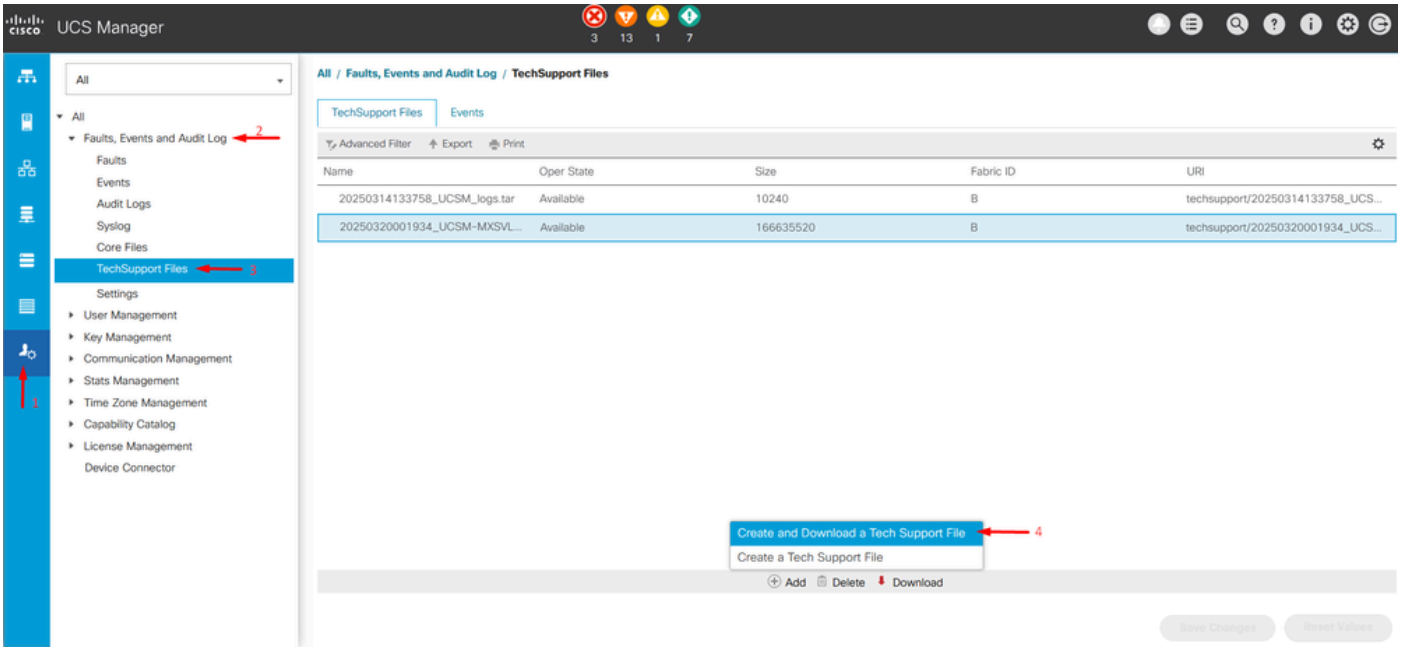


Step 4. Download Core files, if required.



UCSM Managed Server/Chassis/HyperFlex Server (Includes B, C, S, HX and X Series)

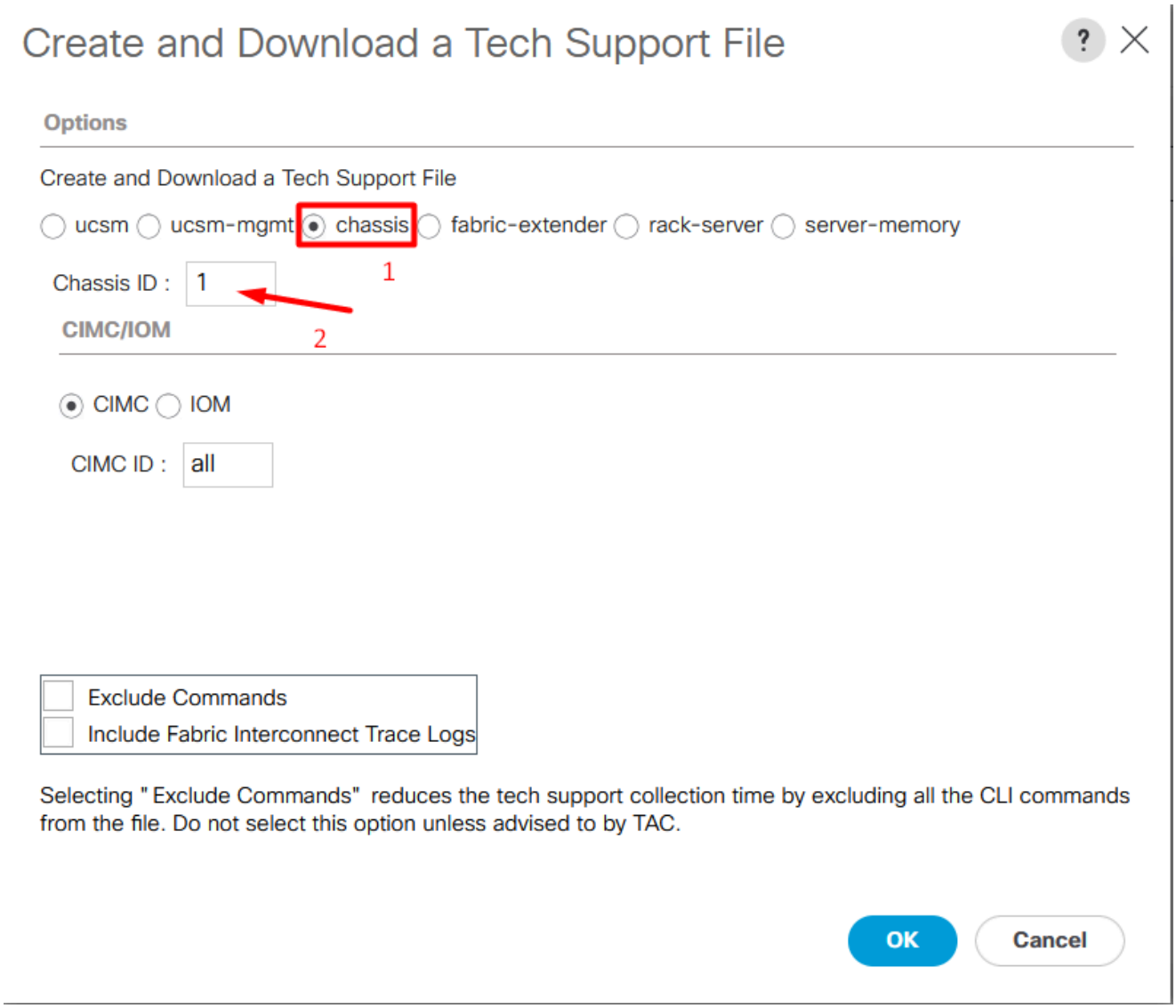
Step 1. Navigate to **Admin** > **Faults, Events & Audit Log** > **TechSupport Files**.



Step 2. In order to download tech support:

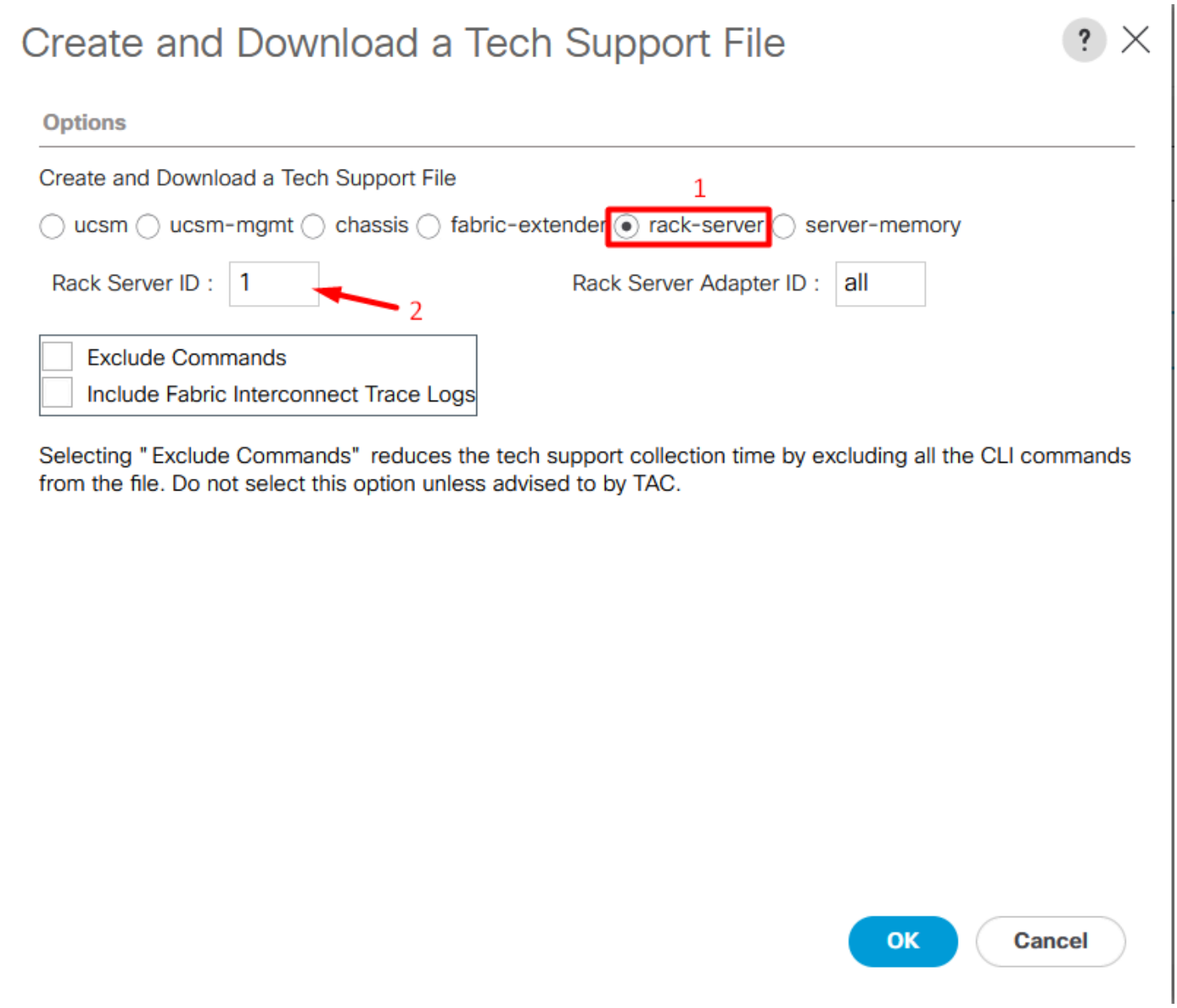
- For Chassis Tech Support (includes B-Series Server):

  Under Options, select **Chassis**. Enter the **Chassis ID** to download the tech support and click **OK**.



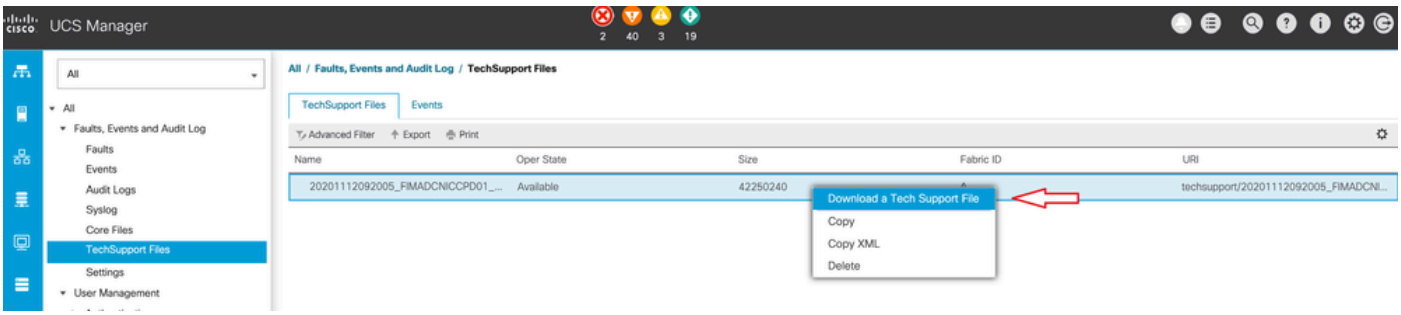
- For UCSM Managed Server (includes C, S, and Hyperflex-Series):

  UnderOptions,select **rack-server.** Enter the **Rack Server ID** to download the tech support and click **OK**.



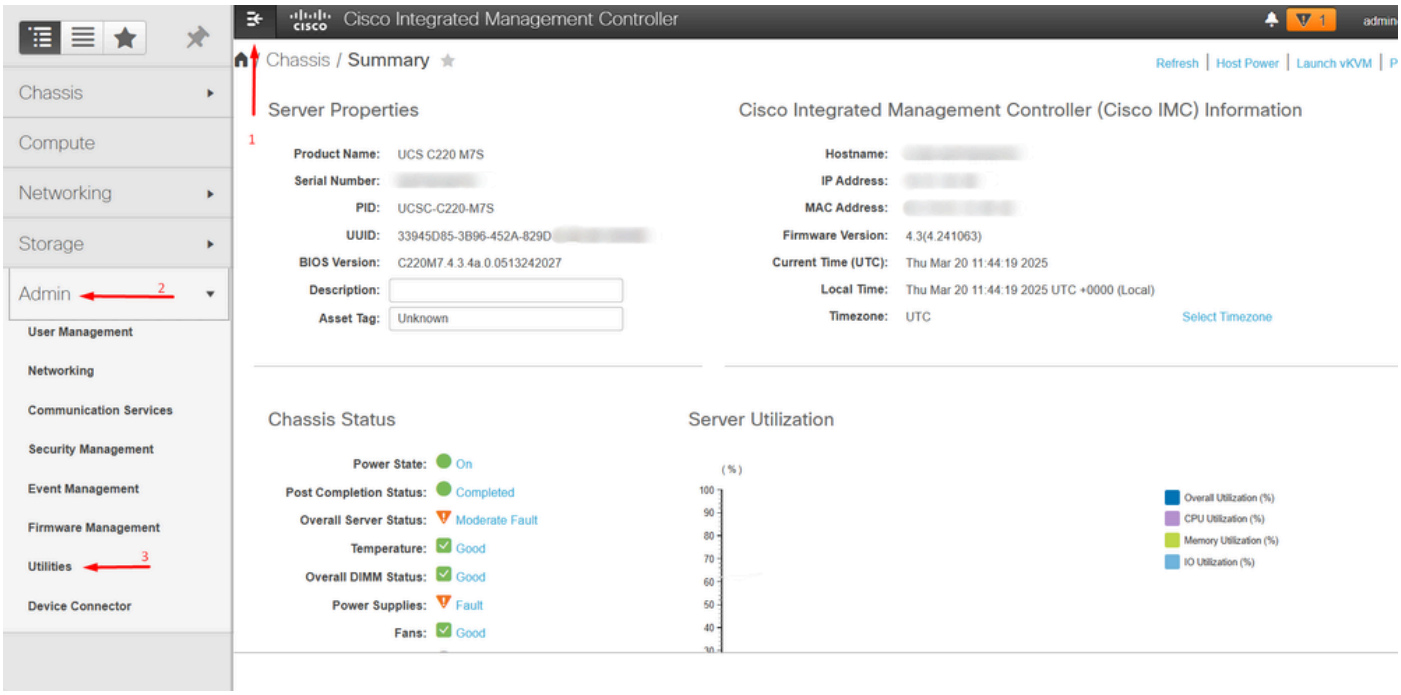
Note: Choose option **rack-server** for C-series and HyperFlex Servers.

Step 3. Once a tech-support file is generated, download the file.



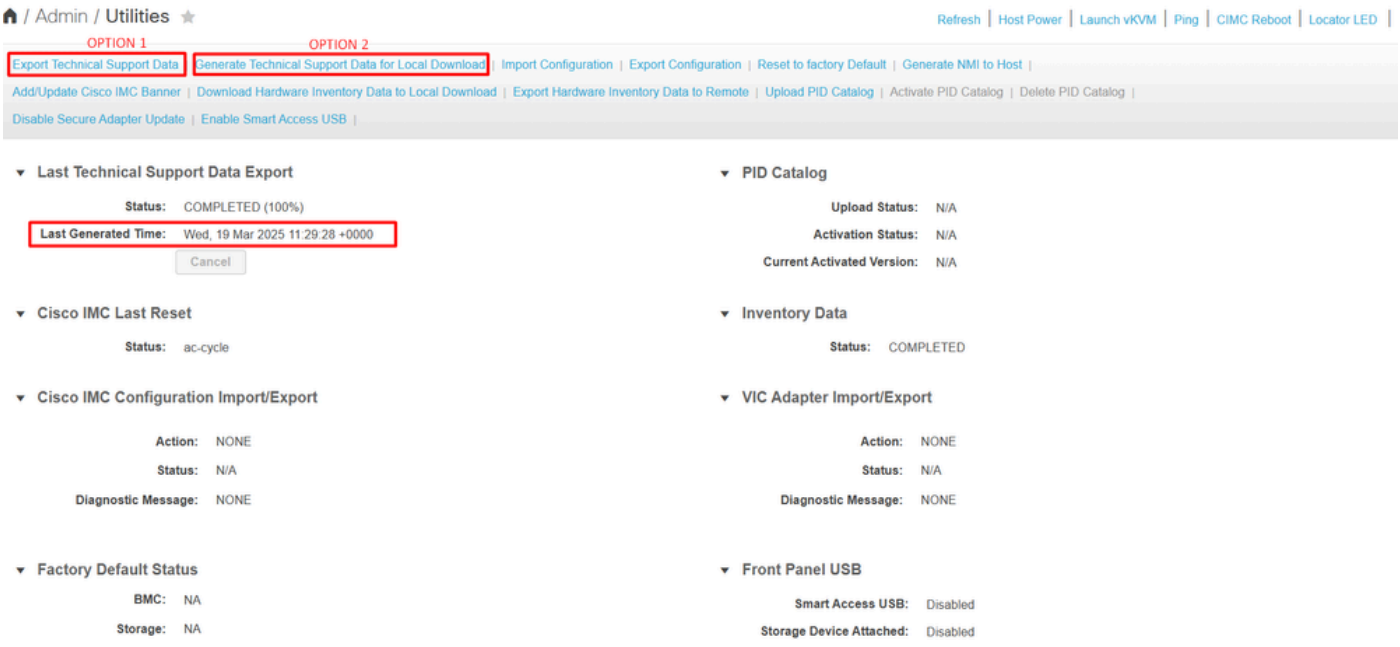
UCS C Series

Step 1. Log in to CIMC and navigate to **Utilities** under **Admin**.

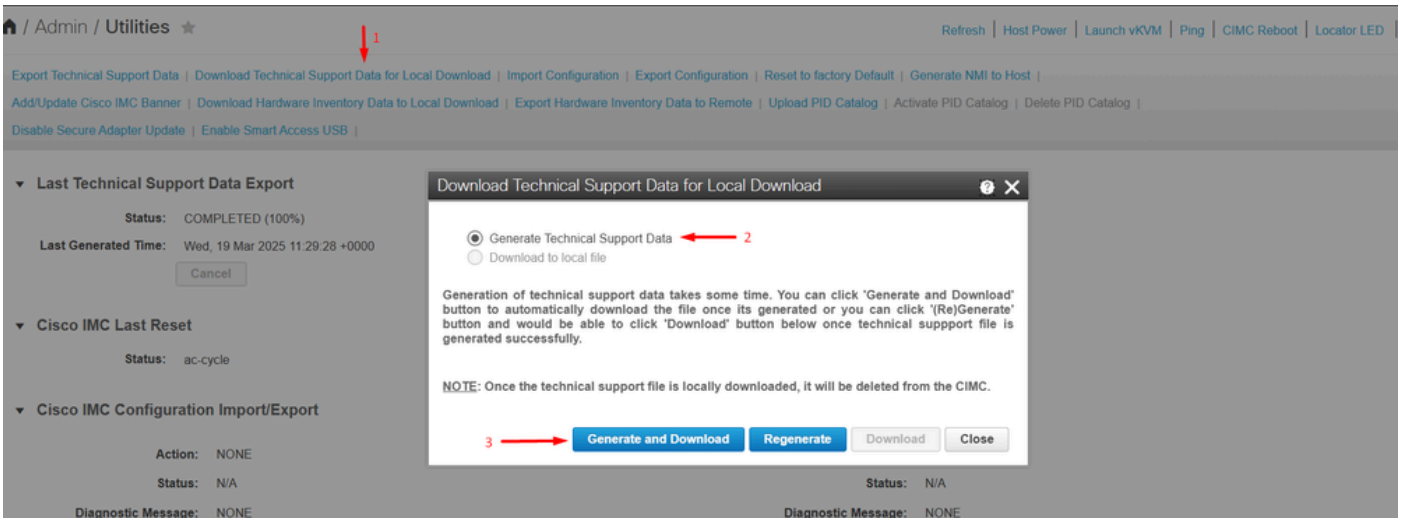


Step 2. Under Utilities, there are two options: **Export Technical Support Data to Remote** and **Download Technical Support Data for Local Download**.

It also shows the status of **Last Technical Support Data Export**.



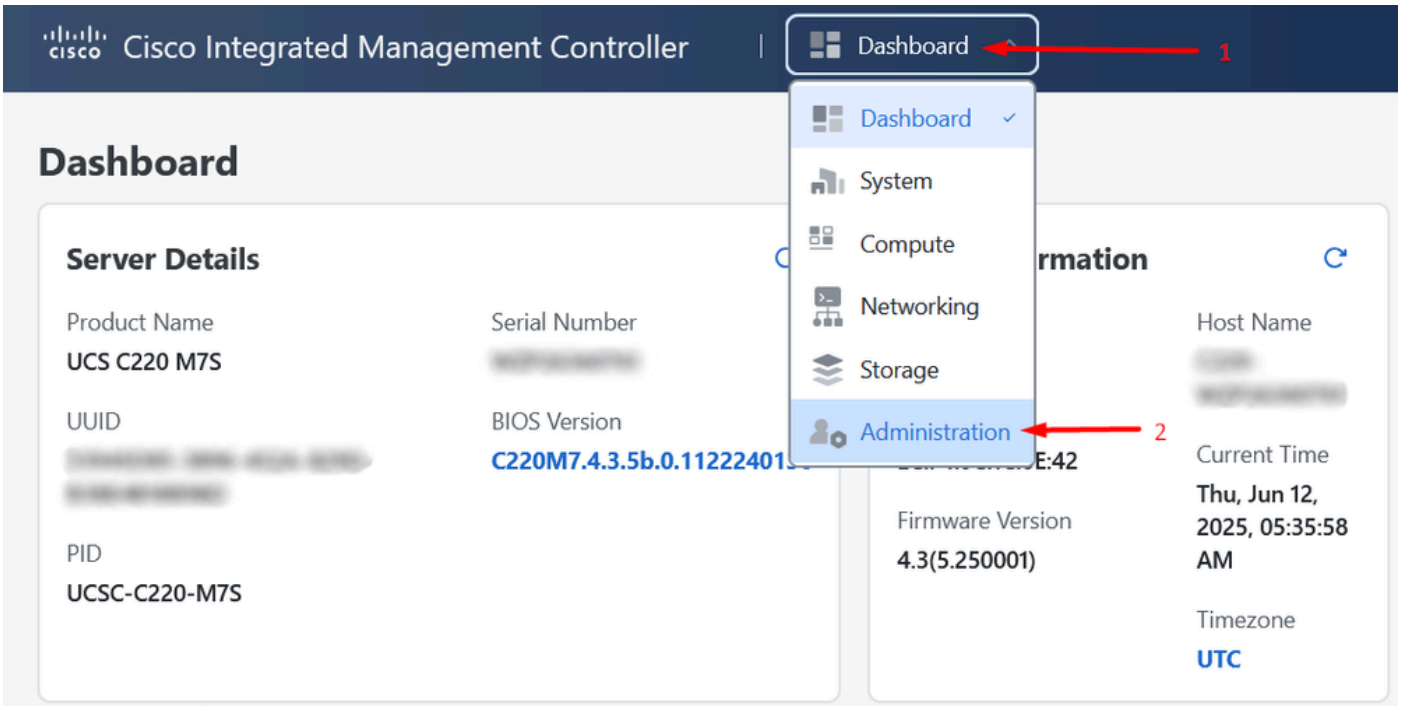
Step 3. Click **Download Technical Support Data for Local Download**, select **Generate and Download Technical Support Data** and hit **Generate and Download**.



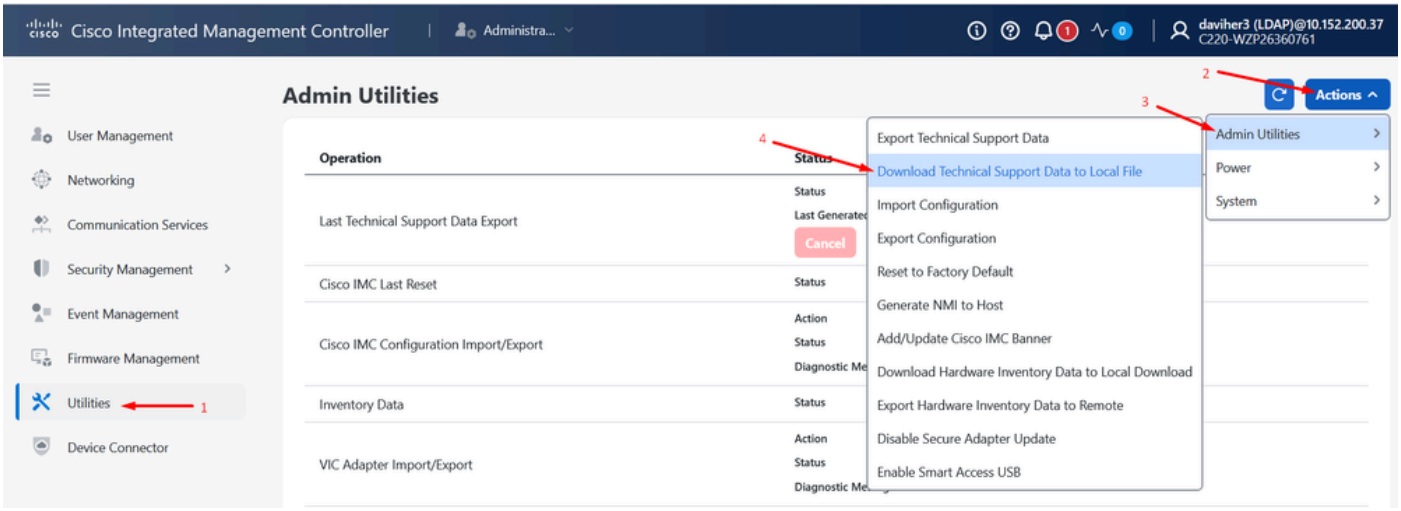
New Interface

Download the logs as shown here in the new release of UCS C-Series firmware.

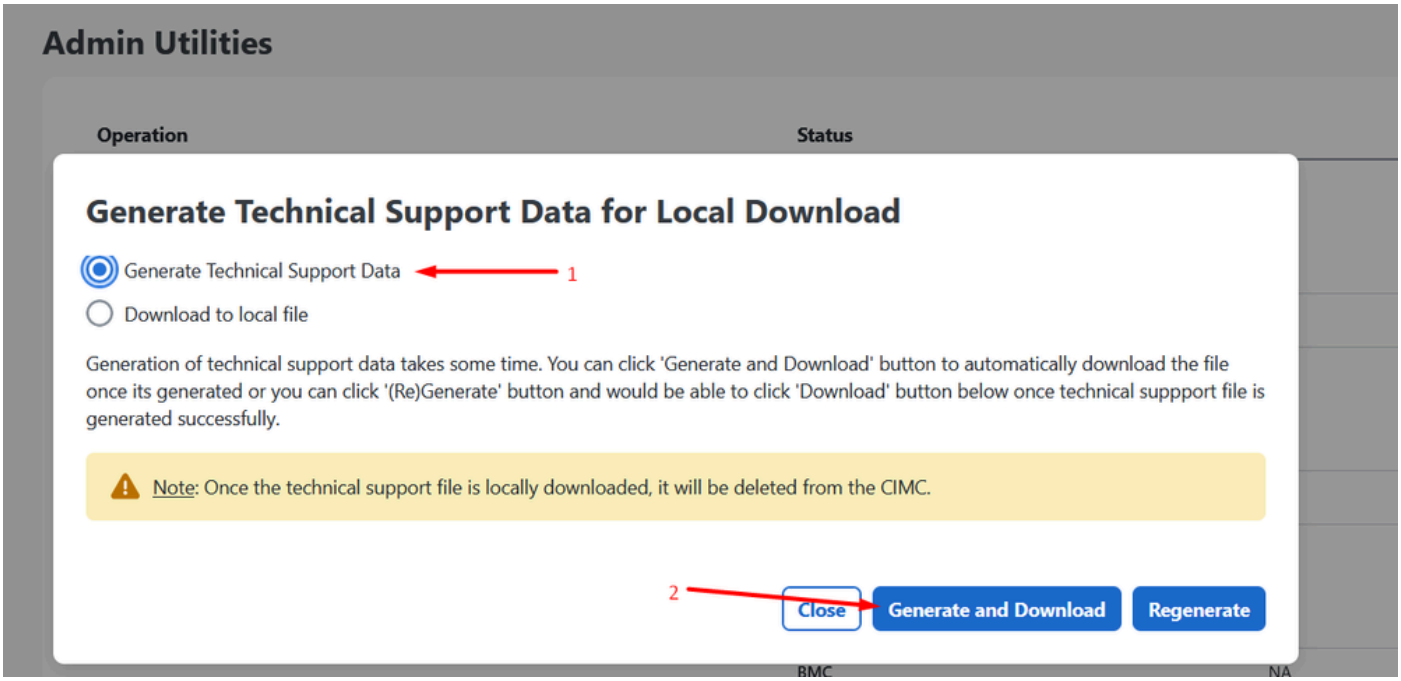
Step 1. Log in to CIMC and navigate to **Administration.**



Step 2. Under **Utilities**, navigate to **Actions** > **Admin Utilities** > **Download Technical Support Data to Local File.**



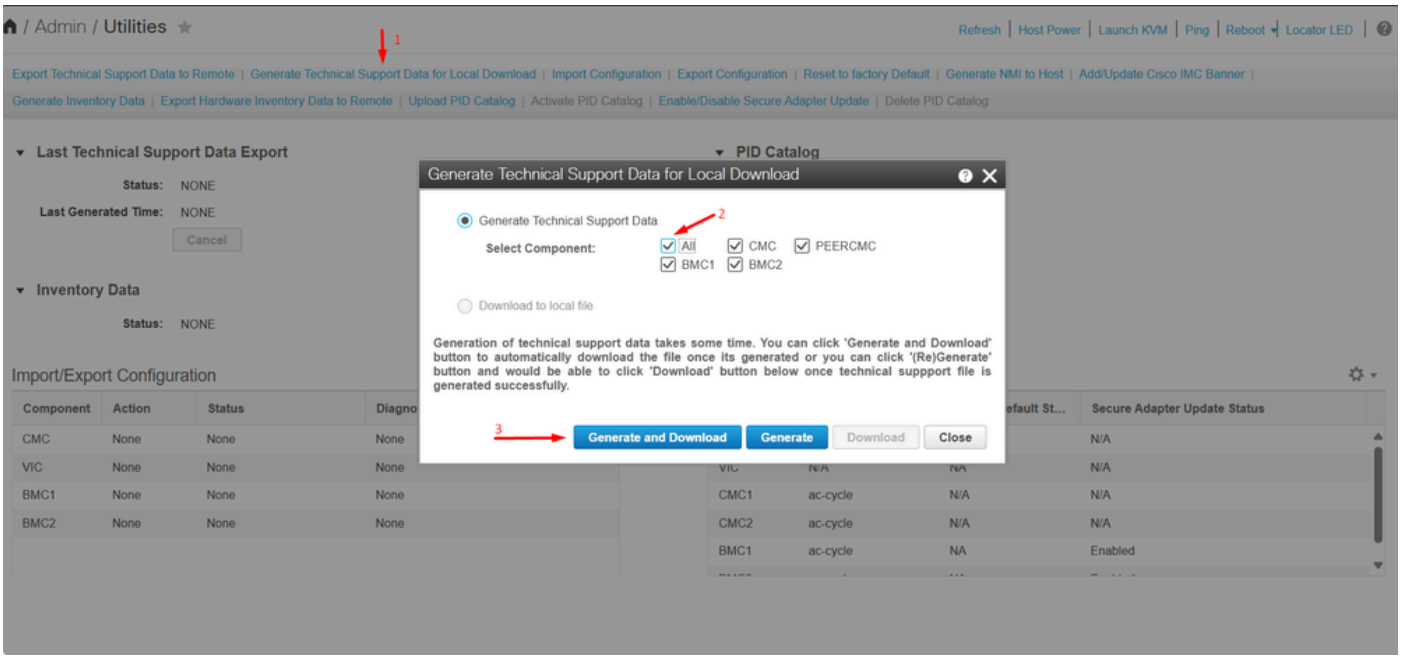
Step 3. Select **Generate Technical Support Data.** Click **Generate and Download**.



UCS S Series

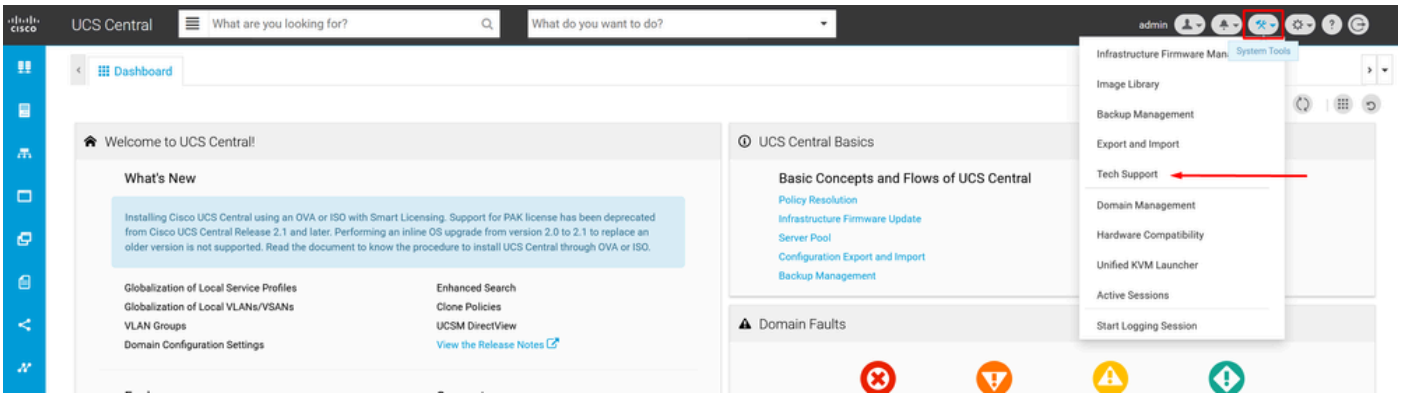
Step 1. Navigate to **Admin** > **Utilities**.

Step 2. Click **Download Technical Support Data for Local Download**, select **All** in **Generate and Download Technical Support Data** section and click **Generate and Download**.

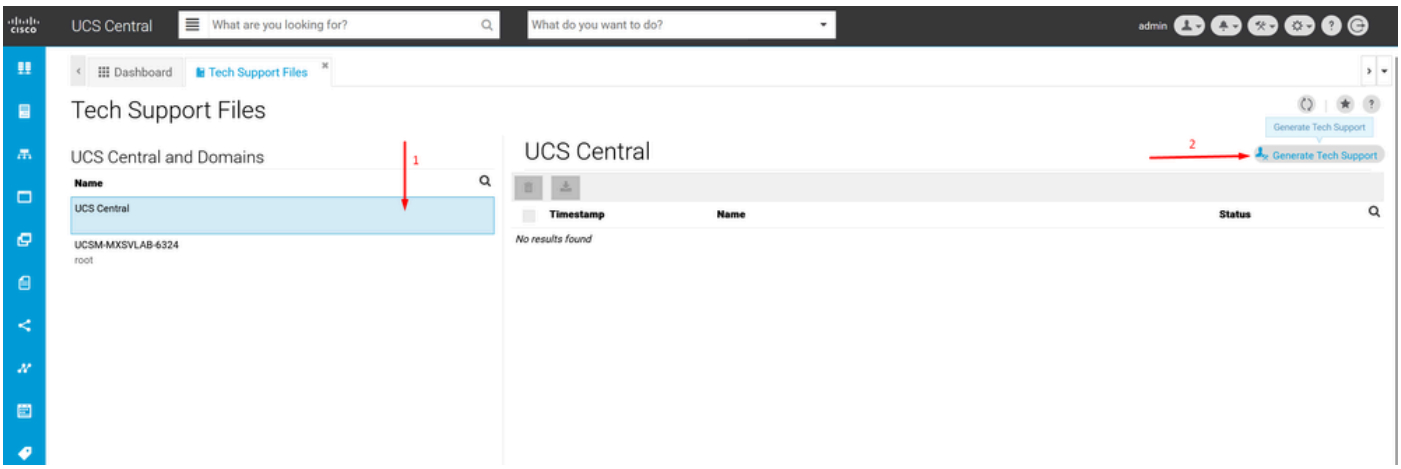


UCS Central

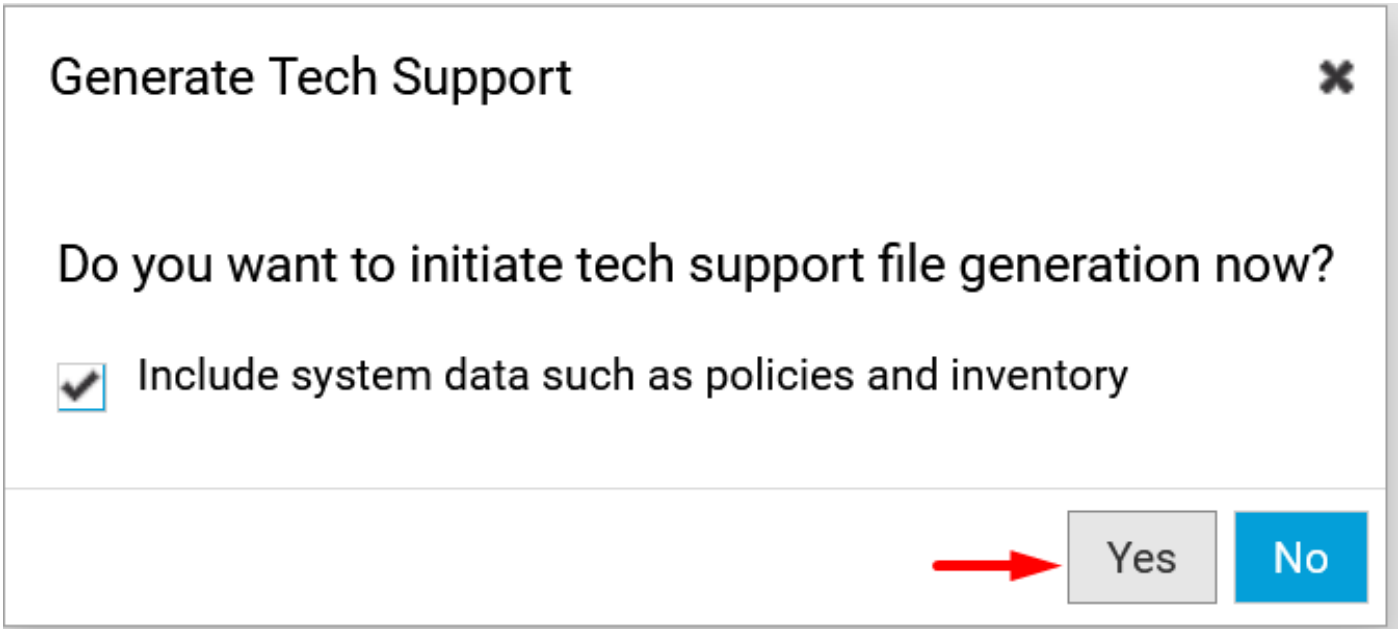
Step 1. Navigate to **System Tools** > **Tech Support**.



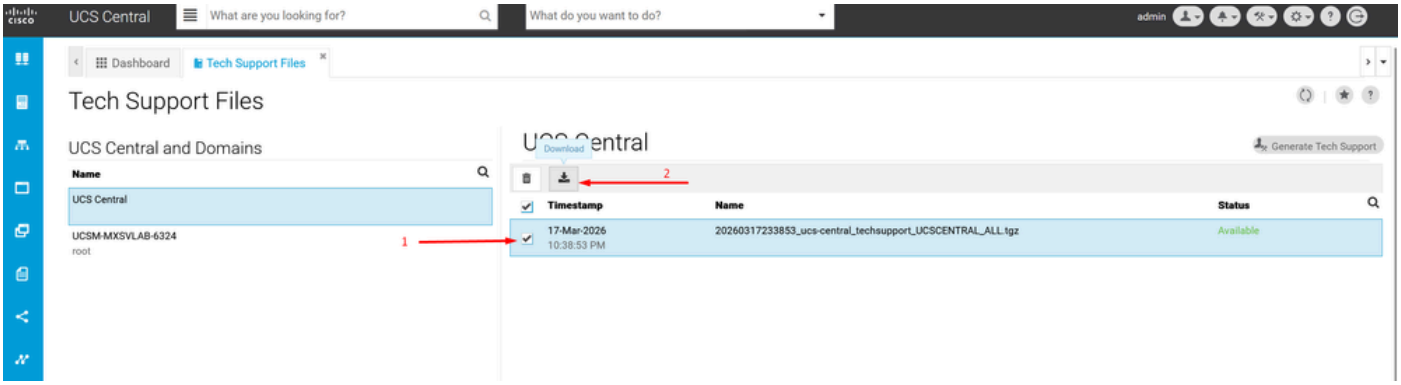
Step 2.Under **UCS Central and Domains**, select **UCS Central.** Then navigate to the right and click **Generate Tech Support.**



Step 3. A pop-up window appears; select **Yes**.



Step 4. Download your bundle once available: Select it and hit **Download** button.



Intersight

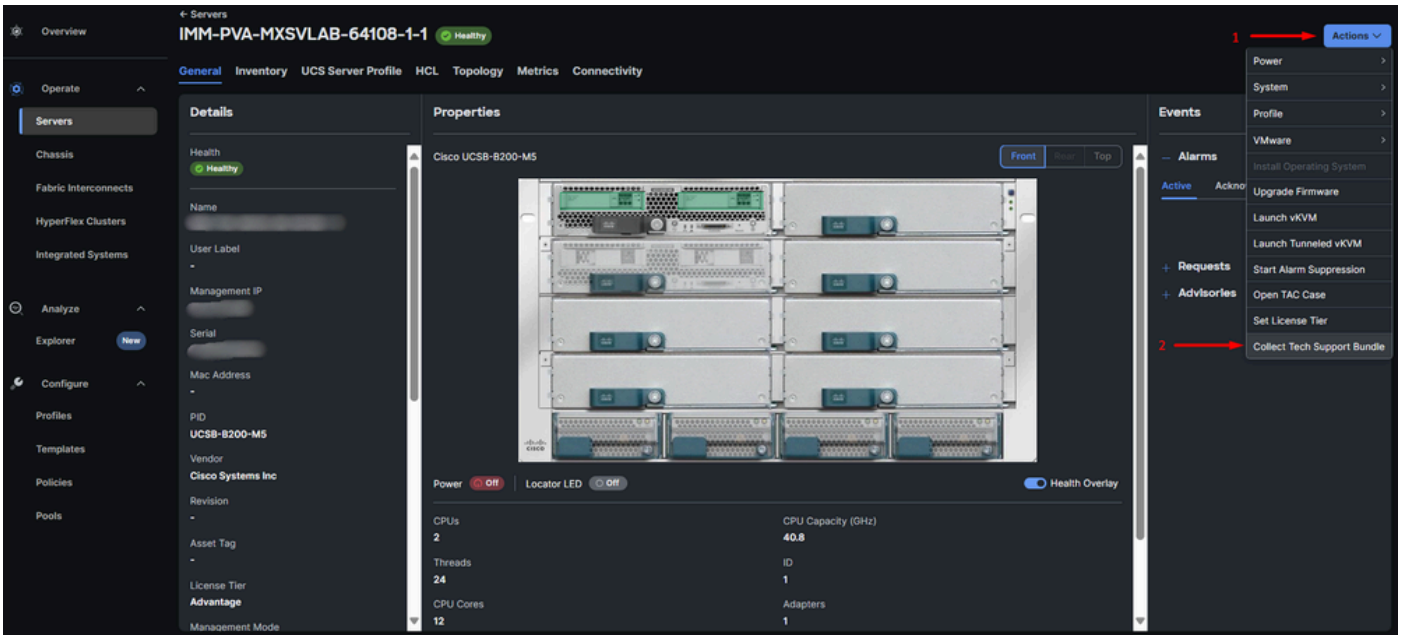
The process procedure to generate the tech support bundle for Fabric Interconnect, Chassis or Server is similar. This section is focused on the Server bundle collection.

For more details on each component, see [Collect Intersight Managed UCS Tech Support Bundles Manually - Cisco]

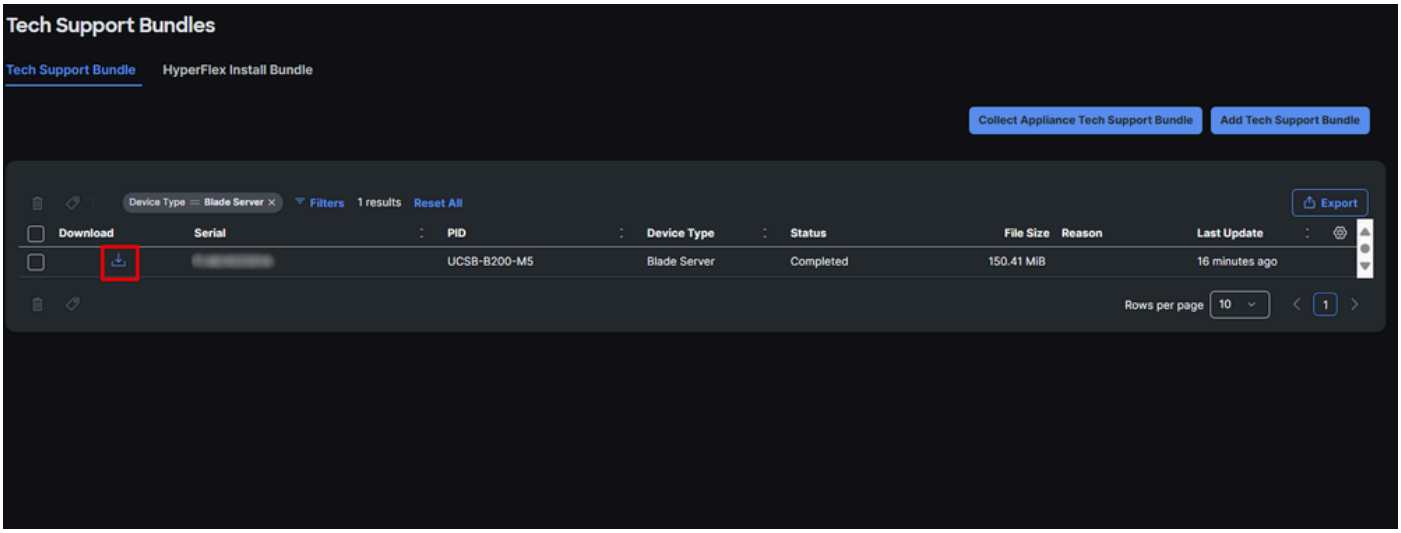
Tip: If you are in the situation where you do not have access to the Graphical User Interface of Intersight, please consult this document to obtain the logs from the Device Console: [Collect Intersight Managed Mode Device Log Bundle in Device Console - Cisco]

Step 1. Navigate to **Operate** > **Servers**. Click the server from where you want to collect logs.

Step 2. Hit **Actions** and select **Collect Tech Support Bundle**



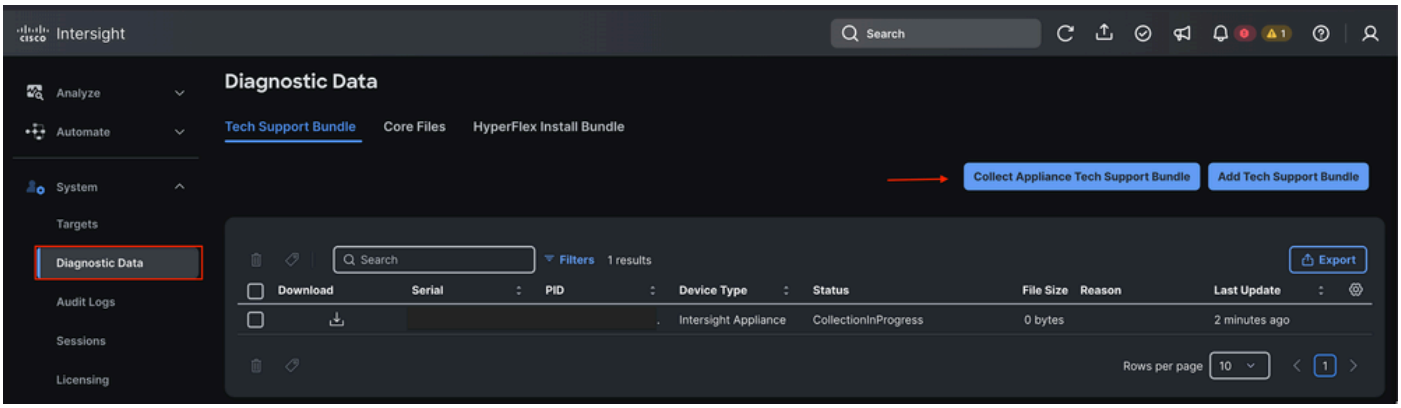
Step 3. Navigate to **System** > **Diagnostic Data**
Here you can see a list with all the tech support bundles generated and those in progress. Once your bundle is complete, click the download symbol.



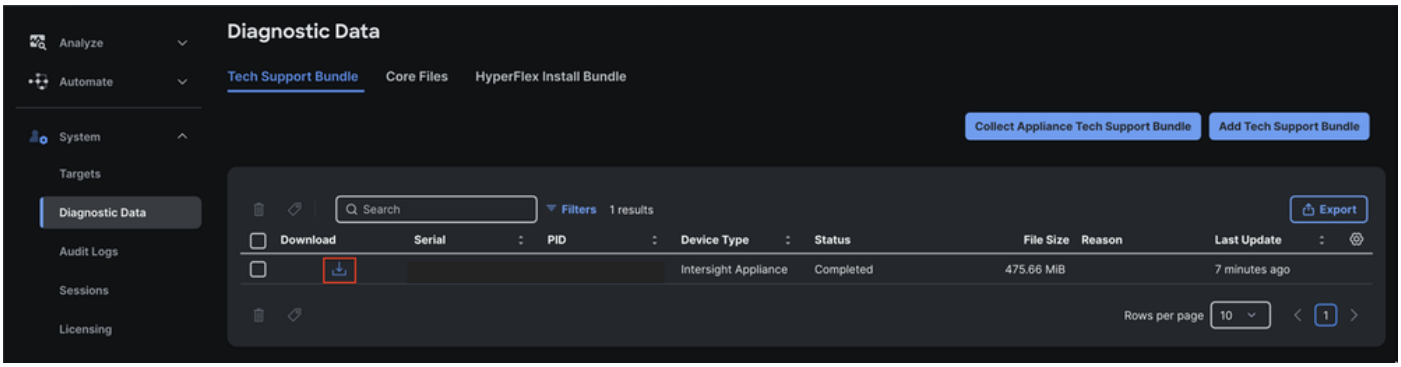
Intersight Appliance (Connected or Private Virtual Appliance)

Step 1. Navigate to **System** > **Diagnostic Data** > **Collect Appliance Tech Support Bundle**.

Select it and wait for the collection of logs.



Step 2. Click on the download symbol once your bundle is complete.



Related Information

- Visual Guide to Collect Tech Support Files (B and C Series) (for use with older UCSM and CIMC versions)
- Collect Intersight Managed UCS Tech Support Bundles Manually - Cisco
- Collect Intersight Managed Mode Device Log Bundle in Device Console - Cisco
- Visual Guide to collect Tech-Support files for UCS Central HTML5 UI & CLI