

Collect UCS Tech Support Files - B, C, and S Series

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Introduction

This document describes how to collect tech support files from Unified Computing System Manager (UCSM).

Background Information

This document describes how to collect tech support files from Unified Computing System Manager (UCSM) for B-Series blade servers for release 3.1 and later (HTML Graphical User Interface), and for Cisco Integrated Management Controller (CIMC) version 3.0 and later for C-Series servers.

Note: Cisco recommends that you have knowledge of UCSM Version 3.1, HTML GUI, and Unified Computing System (UCS) C-Series CIMC Version 3.0.

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.

Options

☒ ucsm ☐ ucsm-mgmt ☐ chassis ☐ fabric-extender ☐ rack-server ☐ server-memory

To create and download logs:

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

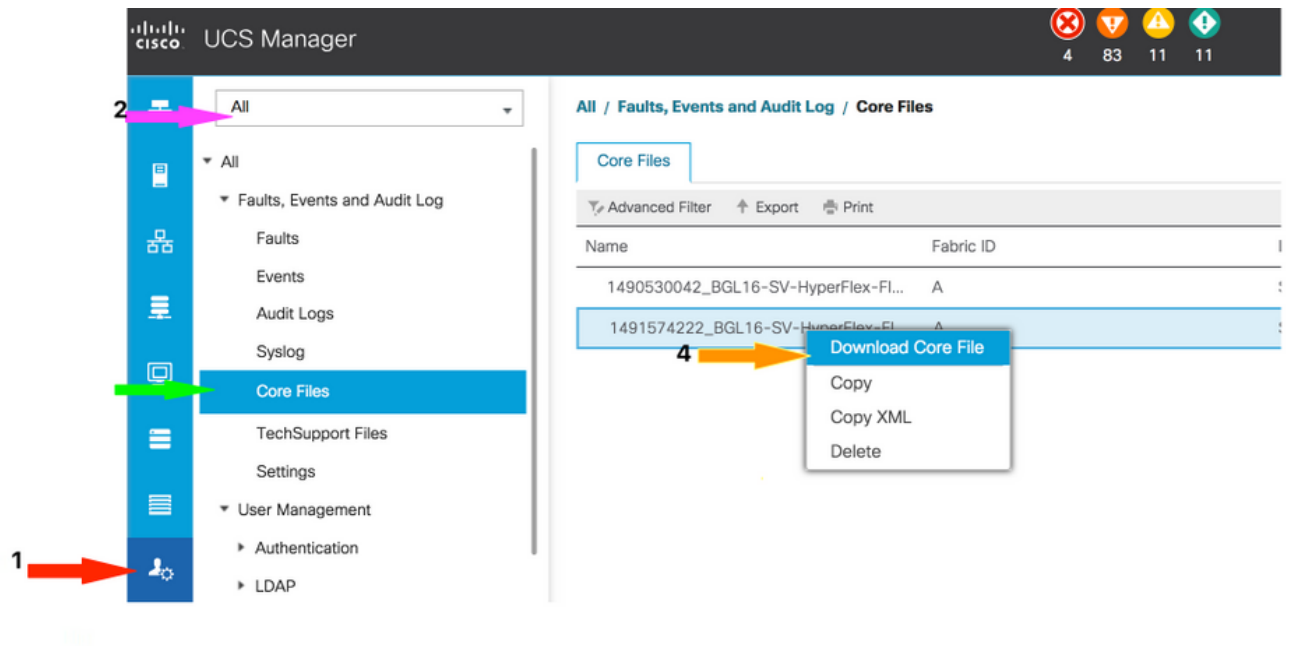
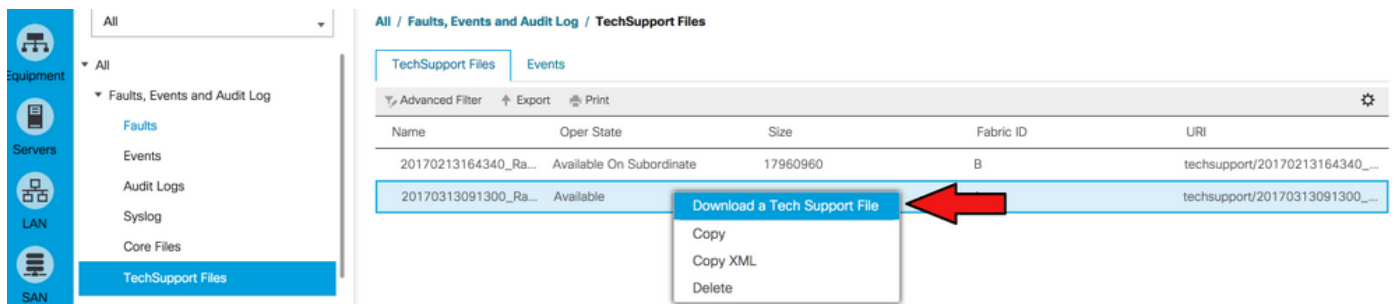
The screenshot shows the UCS Manager web interface. On the left sidebar, the 'Admin' icon is highlighted with a red arrow labeled '1'. In the 'Faults, Events and Audit Log' section, 'TechSupport Files' is highlighted with a red arrow labeled '3'. The main content area shows the 'TechSupport Files' tab with a table of files. A red arrow labeled '2' points to the 'Equipment' icon in the sidebar. Another red arrow labeled '4' points to the 'Create and Download a Tech Support File' button at the bottom right of the table.

Name	Oper State	Size	Fabric ID	URI
20170213164340_R...	Available On Subordinate	17960960	B	techsupport
20170313091300_R...	Available	76482560	A	techsupport
20170811143912_R...	Available	103403520	A	techsupport

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

The screenshot shows the 'Create and Download a Tech Support File' dialog box. A red arrow labeled '1' points to the 'Options' tab. Another red arrow labeled '2' points to the 'ucsm' radio button. The dialog contains the following text: 'Technical support data for the entire UCSM instance will be created and downloaded to the default browser download location.' Below this, there are two checkboxes: 'Exclude Commands' and 'Include Fabric Interconnect Trace Logs'. At the bottom, there are 'OK' and 'Cancel' buttons.

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



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

In order to create and download logs:

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

UCS Manager

All / Faults, Events and Audit Log / TechSupport Files

TechSupport Files | Events

Advanced Filter | Export | Print

Name	Oper State	Size	Fabric ID	URI
20170213164340_R...	Available On Subordinate	17960960	B	techsupport
20170313091300_R...	Available	76482560	A	techsupport
20170811143912_R...	Available	103403520	A	techsupport

Create and Download a Tech Support File

Create a Tech Support File

+ Add - Delete - Download

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**.

UCS Manager

All / Faults, Events and Audit Log / TechSupport Files

TechSupport Files | Events

Advanced Filter | Export

Name

20200729130411_UCSM...

Create and Download a Tech Support File

Options

Create and Download a Tech Support File

☐ ucsn ☐ ucsn-mgmt ☒ chassis ☐ fabric-extender ☐ rack-server ☐ server-memory

Chassis ID : 1

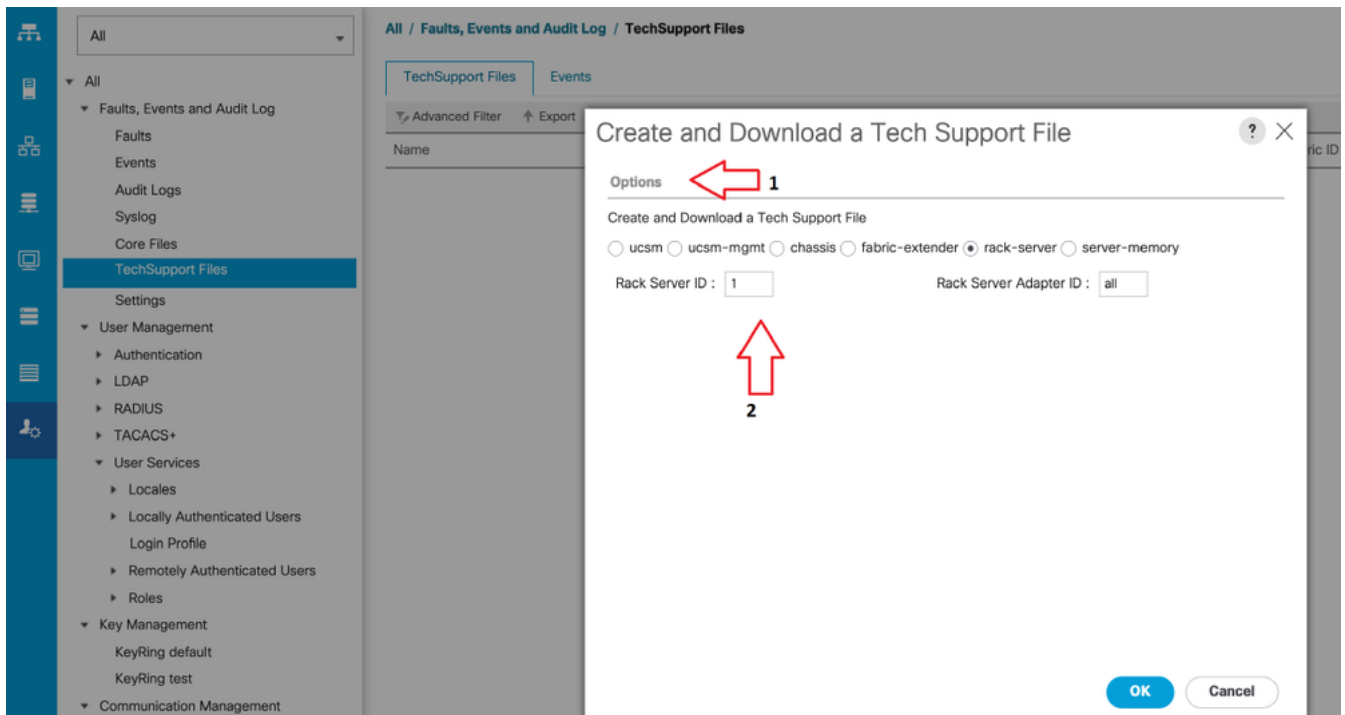
CIMC/IOM

☒ CIMC ☐ IOM

CIMC ID : all

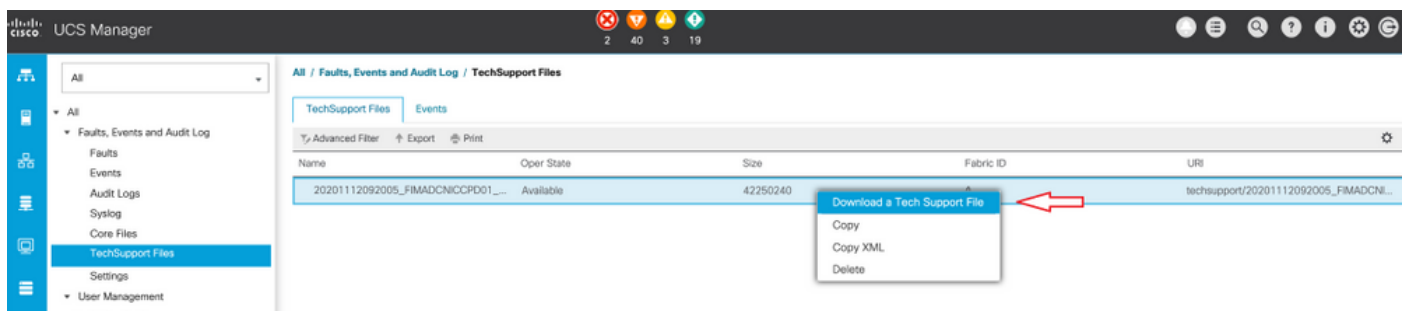
OK Cancel

- FOR UCSM Managed Server (includes C, S, and Hyperflex-Series): Under **Options**, 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

To download the logs as shown here In the new release of UCS C series firmware,

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

Chassis / Summary

Server Properties

Product Name:	UCS C240 M4L	Hostname:	C240-FCH2013V0GF
Serial Number:	[REDACTED]	IP Address:	[REDACTED]
PID:	UCSC-C240-M4L	MAC Address:	[REDACTED]
UUID:	C88F41B6-1B96-4BBA-A236-EA598C1534C5	Firmware Version:	3.0(3a)
BIOS Version:	C240M4.3.0.3a.0.0321172111	Current Time (UTC):	Mon Aug 14 20:11:22 2017
Description:	<input type="text"/>	Local Time:	Mon Aug 14 13:11:22 2017 PDT -0700
Asset Tag:	Unknown	Timezone:	America/Los_Angeles Select Timezone

Chassis Status

- Power State: ● On
- Overall Server Status: ✔ Good
- Temperature: ✔ Good
- Overall DIMM Status: ✔ Good
- Power Supplies: ✔ Good
- Fans: ✔ Good

Server Utilization

- Overall Utilization (%): N/A
- CPU Utilization (%): N/A
- Memory Utilization (%): N/A
- IO Utilization (%): N/A

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**.

Admin / Utilities

Export Technical Support Data to Remote | **Download Technical Support Data for Local Download** | Import Configuration | Export Configuration | Reset to factory Default | Generate NMI to Host | Add/Update Cisco IMC Banner | Download Hardware Inventory Data to Local Download | Export Hardware Inventory Data to Remote | Upload PID Catalog | Activate PID Catalog | Disable Secure Adapter Update

Last Technical Support Data Export

Status: COMPLETED(100%) [Cancel](#)

Cisco IMC Last Reset

Status: graceful-reboot

Cisco IMC Configuration Import/Export

Action: NONE
Status: NONE
Diagnostic Message: NONE

Factory Default Status

BMC: NA
Storage: NA
VIC: NA

PID Catalog

Upload Status: N/A
Activation Status: N/A

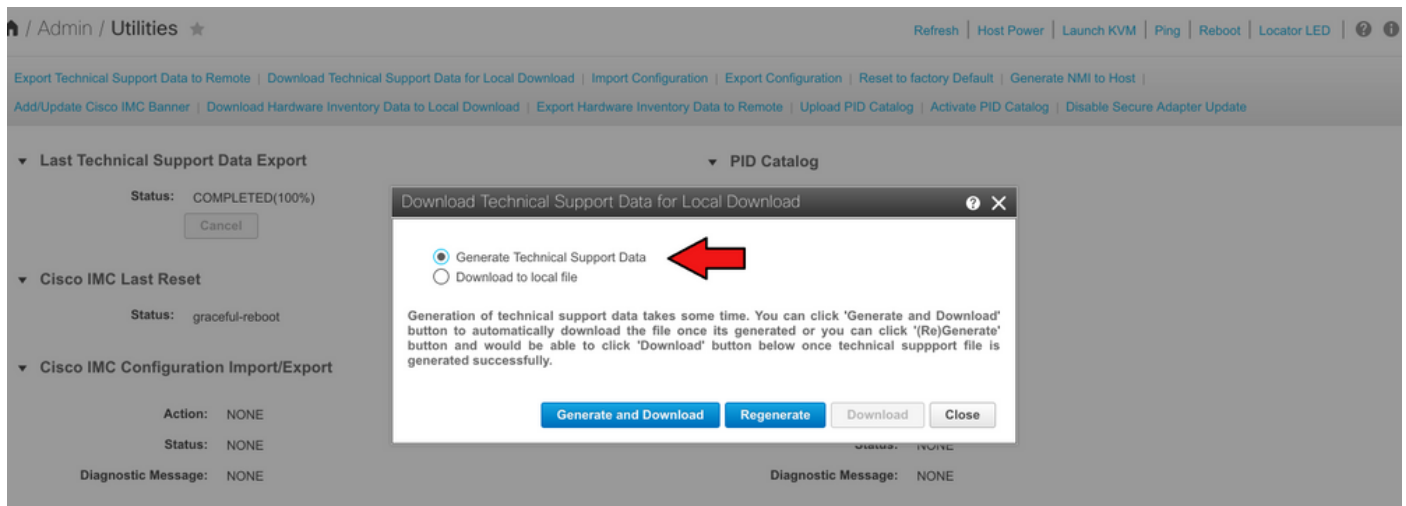
Inventory Data

Status: COMPLETED

VIC Adapter Import/Export

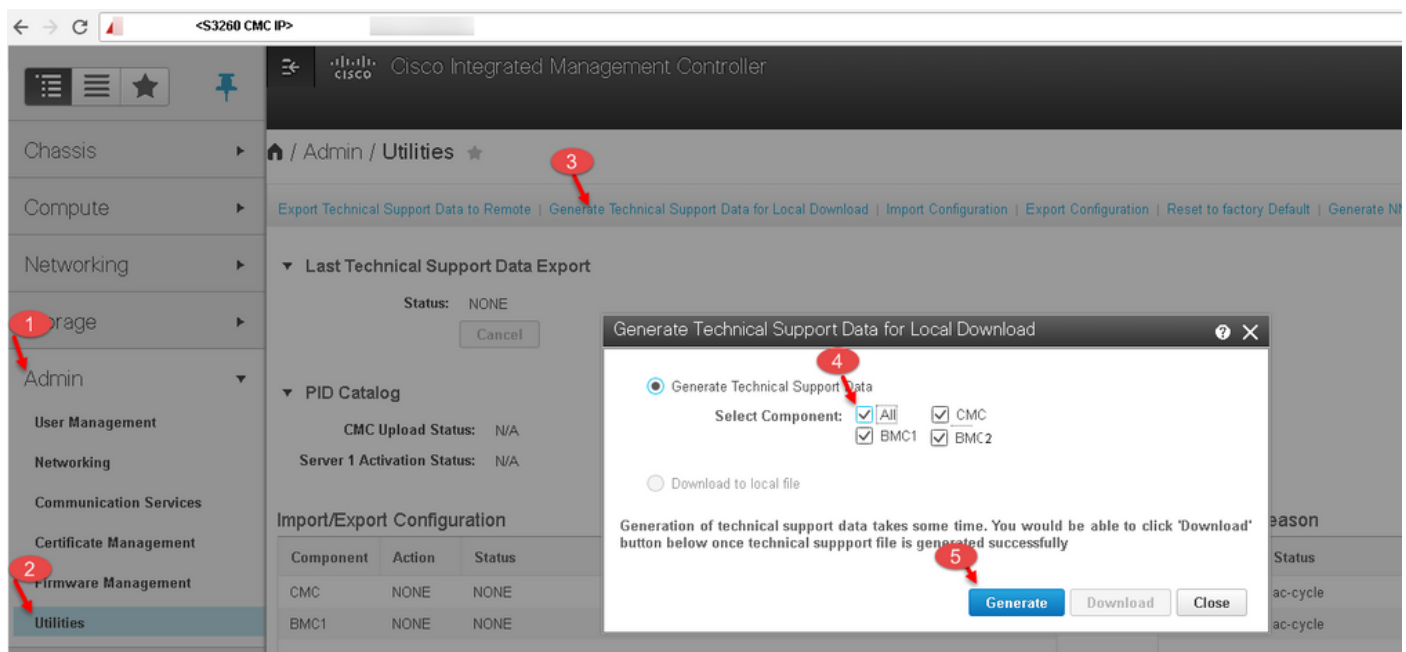
Action: NONE
Status: NONE
Diagnostic Message: NONE

Step 3. Click **Download Technical Support Data for Local Download** to **Generate and Download Technical Support Data**.



UCS S Series

In the new release of UCS S series firmware, download the logs:



Related Information

- [Visual Guide to Collect Tech Support Files \(B and C Series\)](#) (for use with older UCSM and CIMC versions)