



MustGather: Read first for IBM Cloud Pak for Integration

Troubleshooting

Problem

You are experiencing a problem with IBM Cloud Pak for Integration (CP4I), or one of its capabilities or dependencies, and would like to collect product diagnostics to investigate further.

Resolving The Problem

Please expand the section that applies to the issue you are having:

— Problems with specific Integration Capabilities within CP4I

CP4I provides several [Integration Capabilities](#)

(<https://www.ibm.com/docs/en/cloud-paks/cp-integration/2021.2?topic=installing-deploying-capabilities-runtimes>).

1. Collect the CP4I capability log.

- Version 2020.4 and later log to [OpenShift cluster logging](#)

(<https://www.ibm.com/docs/en/cloud-paks/cp-integration/2021.2?topic=upgrading-migrating-logging-stack>).

- Versions prior to 2020.4 log to the [IBM Cloud Private framework](#)

(https://www.ibm.com/support/knowledgecenter/en/SSGT7J_20.1/logging.html) (read more, [here](#)

(https://www.ibm.com/support/knowledgecenter/en/SSBS6K_3.2.1/manage_metrics/logging_elk.html)).

2. Collect diagnostics as described in the product-specific documentation:

- [API Management \(IBM API Connect\)](#) (<https://www.ibm.com/support/pages/node/6242030>)
- [Application integration \(IBM App Connect\)](#) (<https://www.ibm.com/support/pages/node/959461>)
- [Event streams \(IBM Event Streams\)](#) (<https://ibm.github.io/event-streams/troubleshooting/intro/>)
- [Gateway \(IBM Datapower\)](#) (<https://ibm.github.io/datapower-operator-doc/troubleshooting/must-gather/>)
- [High speed transfer \(IBM Aspera\)](#)
(<https://ibm.ibm-aspera.com/help/connect/troubleshooting-cat/troubleshooting-overview>)
- [Messaging \(IBM MQ\)](#) (<https://www.ibm.com/support/pages/node/346385>)
- [Operations Dashboard \(OD\)](#)

(https://www.ibm.com/support/knowledgecenter/SSGT7J_20.4/install/od_install_config/troubleshooting.html)

If your capability / pod is not listed here, collect the mustgather in the next section

— Problems with CP4I components

Your privacy choices

The [CP4I Documentation page on troubleshooting](#)

(<https://www.ibm.com/docs/en/cloud-paks/cp-integration/2023.2?topic=troubleshooting>) contains instructions for data collection.

1. Gather the extended Cloud Pak For Integration information ([CP4I troubleshooting](#)) (<https://www.ibm.com/docs/en/cloud-paks/cp-integration/2023.2?topic=troubleshooting>)
2. Gather the standard OpenShift Container Platform logs ([CP4I troubleshooting](#)) (<https://www.ibm.com/docs/en/cloud-paks/cp-integration/2023.2?topic=troubleshooting>)
3. [Air-gapped environment] Gather the [Cloud Pak MustGather for a disconnected environment \(AirGap\)](#) (<https://www.ibm.com/support/pages/node/6398264>).

Related Information

[Cloud Pak foundational services: Collecting support information about the clust...](#)

(<https://www.ibm.com/docs/en/cpfs?topic=support-collecting-information-mustgather>)

[RedHat OpenShift Documentation: Gathering data about your cluster](#)

(<https://docs.openshift.com/container-platform/4.12/support/gathering-cluster-data.html>)

Product Synonym

ICP4I

CIP

Document Information

More support for:

[IBM Cloud Pak for Integration](#) (<https://www.ibm.com/mysupport/s/topic/0TO0z000000YsIrGAK>)

Component:

Components

Software version:

All Versions

Document number:

959477

Modified date:

04 December 2023

[Your privacy choices](#)