

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 interface. The left sidebar has 'Admin' selected (arrow 1). The main menu shows 'Faults, Events and Audit Log' expanded, with 'TechSupport Files' selected (arrow 2). A modal dialog 'Create and Download a Tech Support File' is open, with the 'Create a Tech Support File' button highlighted (arrow 3). The dialog contains the following options:

Options (arrow 4)

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

Technical support data for the entire UCSM instance will be created and downloaded to the default browser download location.

Exclude Commands
 Include Fabric Interconnect Trace Logs

Selecting "Exclude Commands" reduces the tech support collection time by excluding all the CLI commands from the file. Do not select this option unless advised to by TAC.

Buttons: OK, Cancel

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

The screenshot shows the 'Create and Download a Tech Support File' dialog box. The 'Options' label is highlighted (arrow 1). The 'ucsm' radio button is selected (arrow 2). The dialog contains the following options:

Options (arrow 1)

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

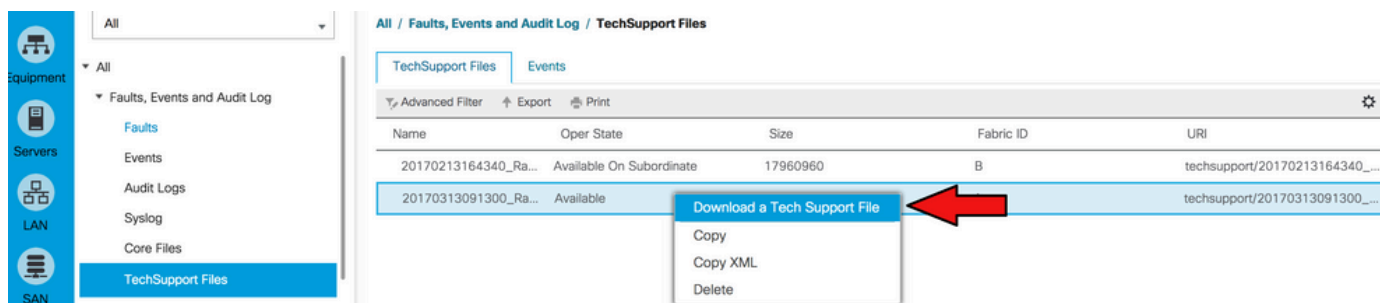
Technical support data for the entire UCSM instance will be created and downloaded to the default browser download location.

Exclude Commands
 Include Fabric Interconnect Trace Logs

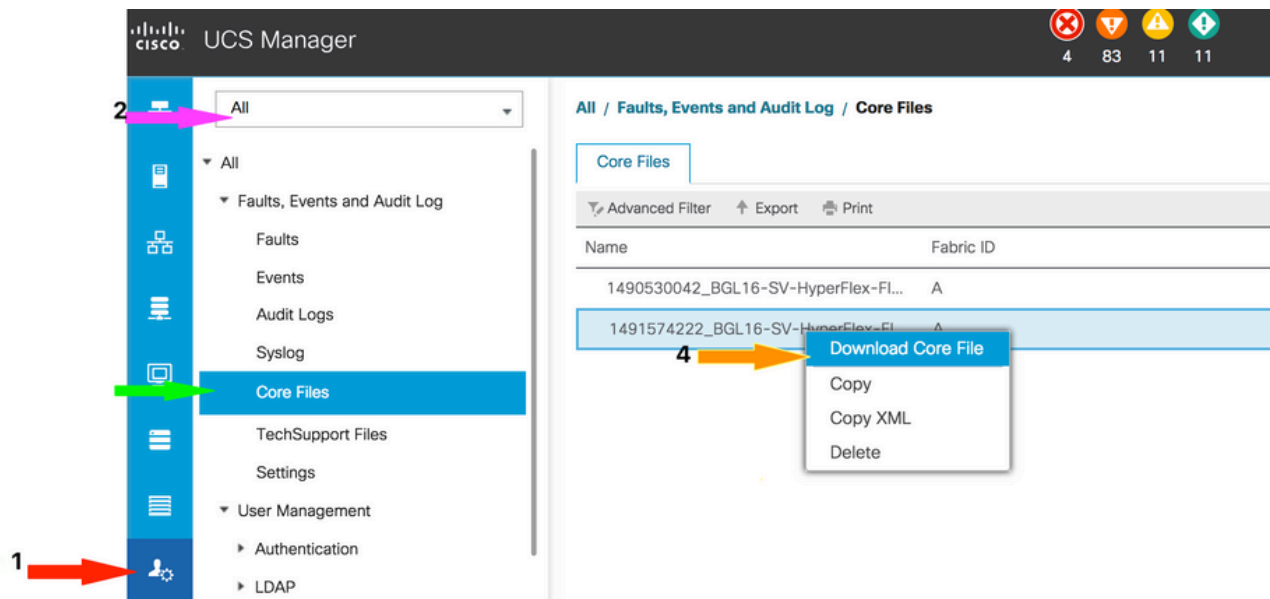
Selecting "Exclude Commands" reduces the tech support collection time by excluding all the CLI commands from the file. Do not select this option unless advised to by TAC.

Buttons: OK, Cancel

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



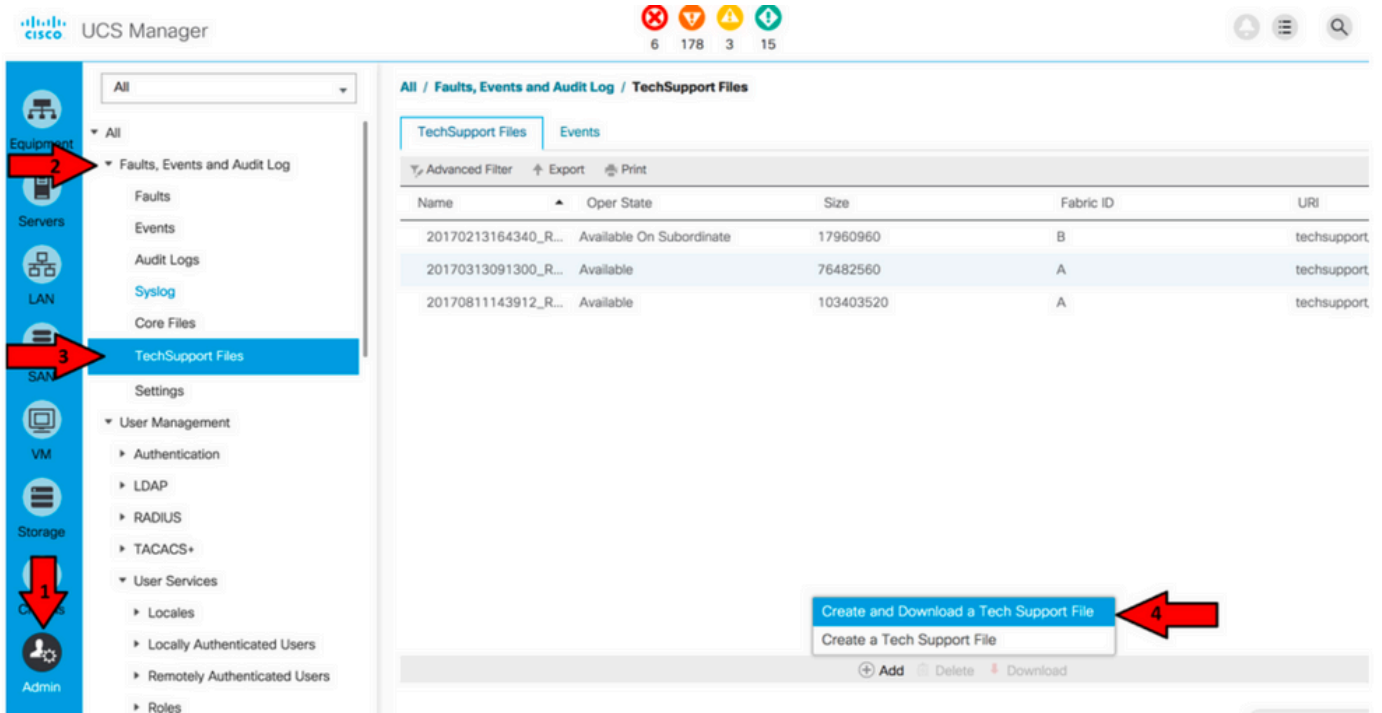
Step 4. Download Core files, if required.



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

In order to create and download logs:

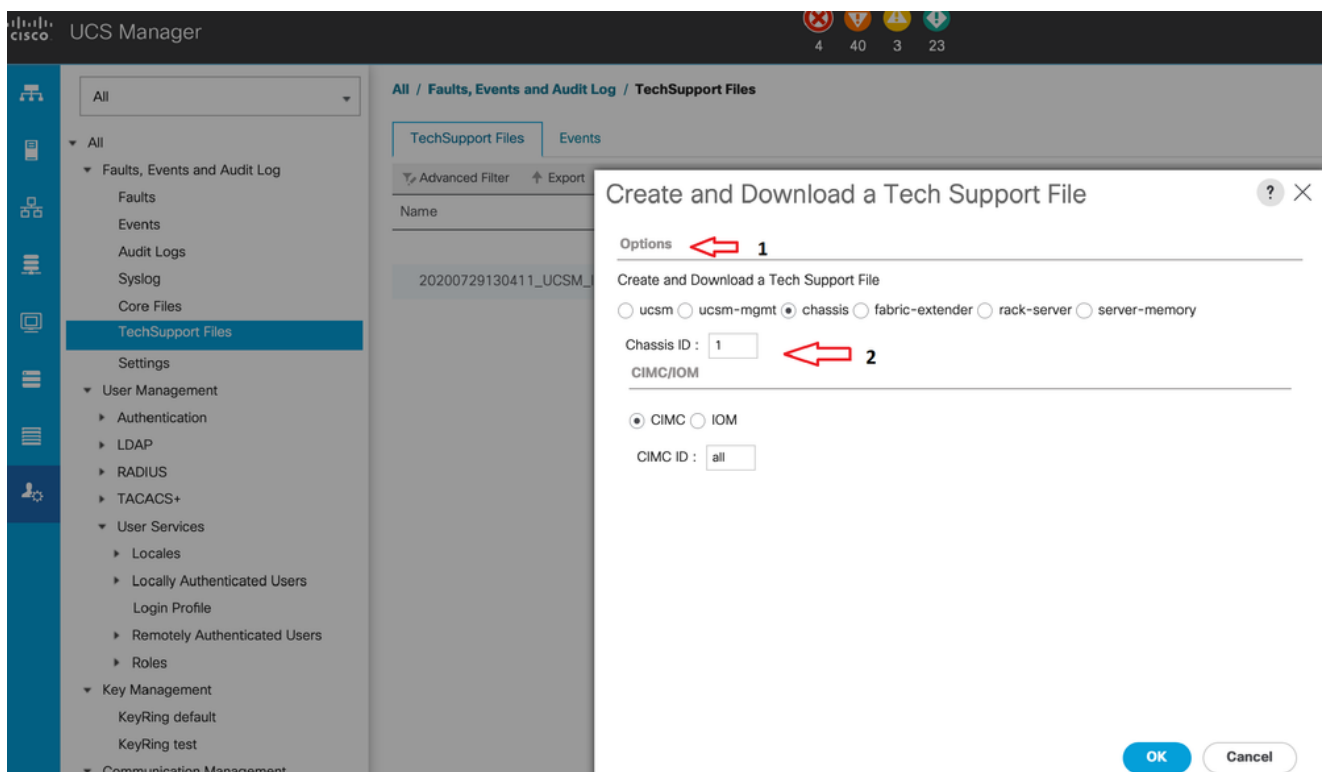
Step 1. Navigate to Admin > Faults, Events & Audit Log > TechSupport Files.



Step 2. In order to download tech support:

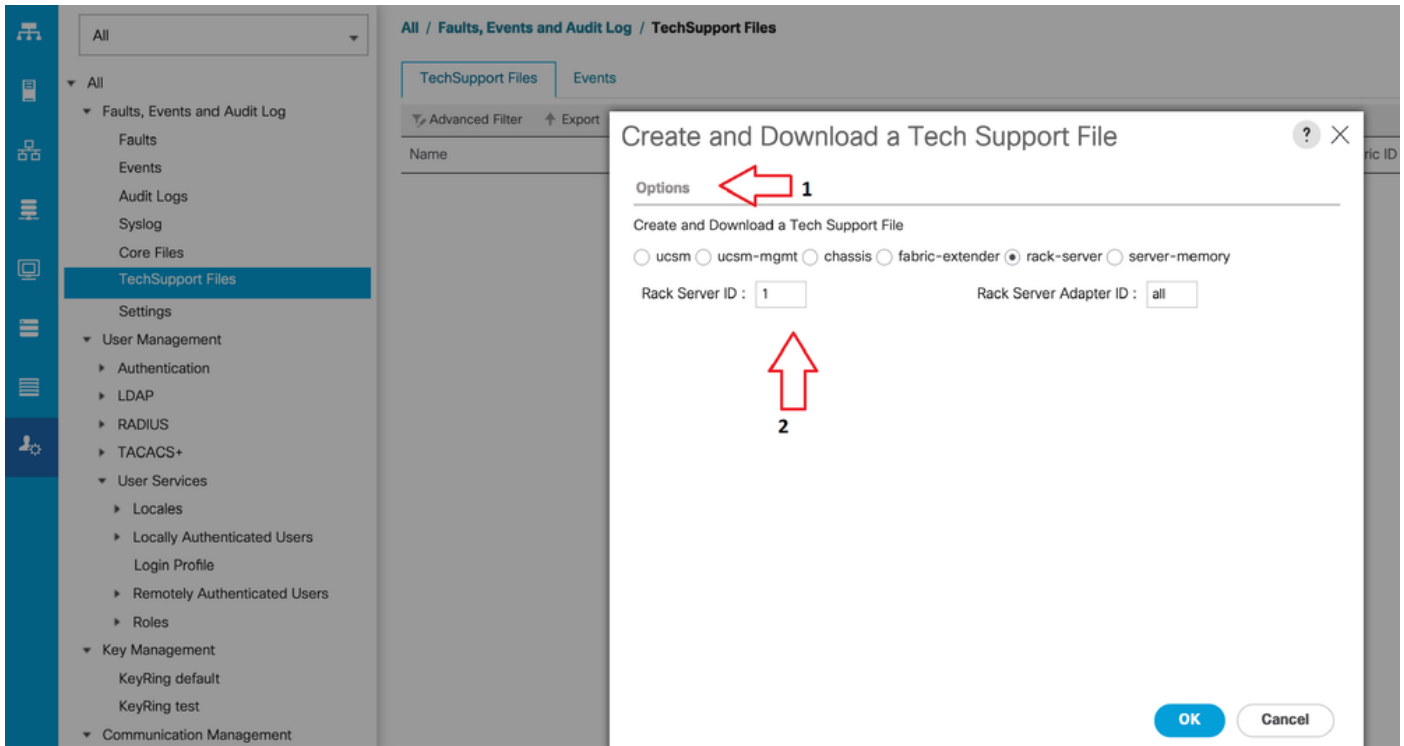
- For Chassis Tech Support (includes B-Series Server):


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



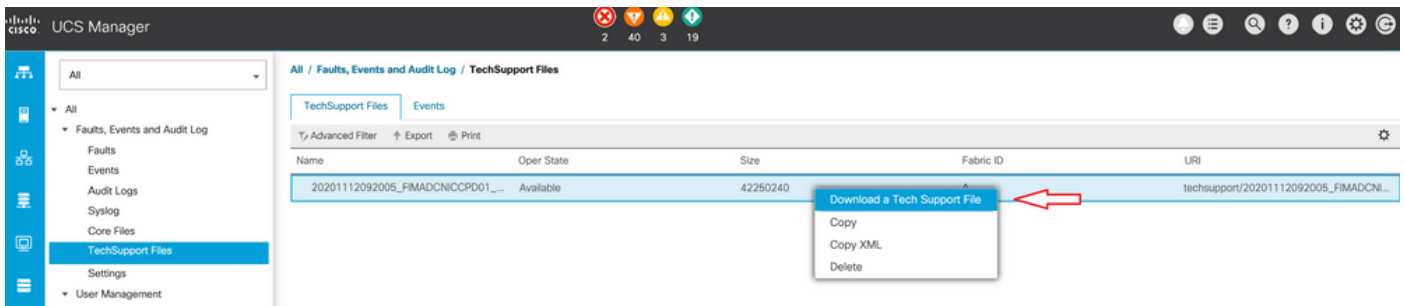
- For UCSM Managed Server (includes C, S, and Hyperflex-Series):

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.



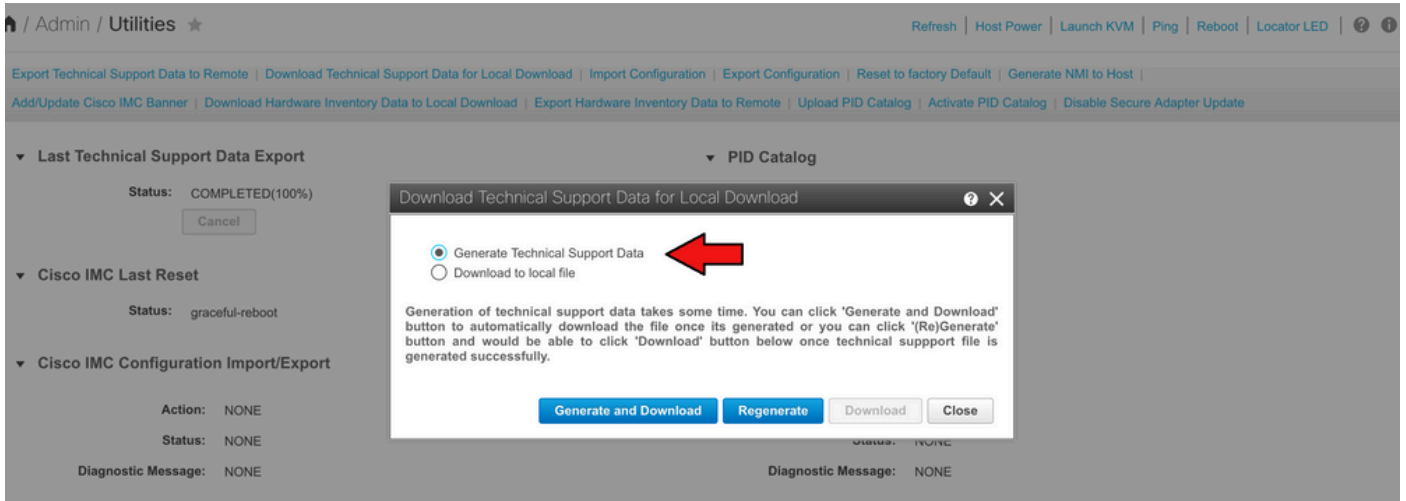
UCS C Series

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

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

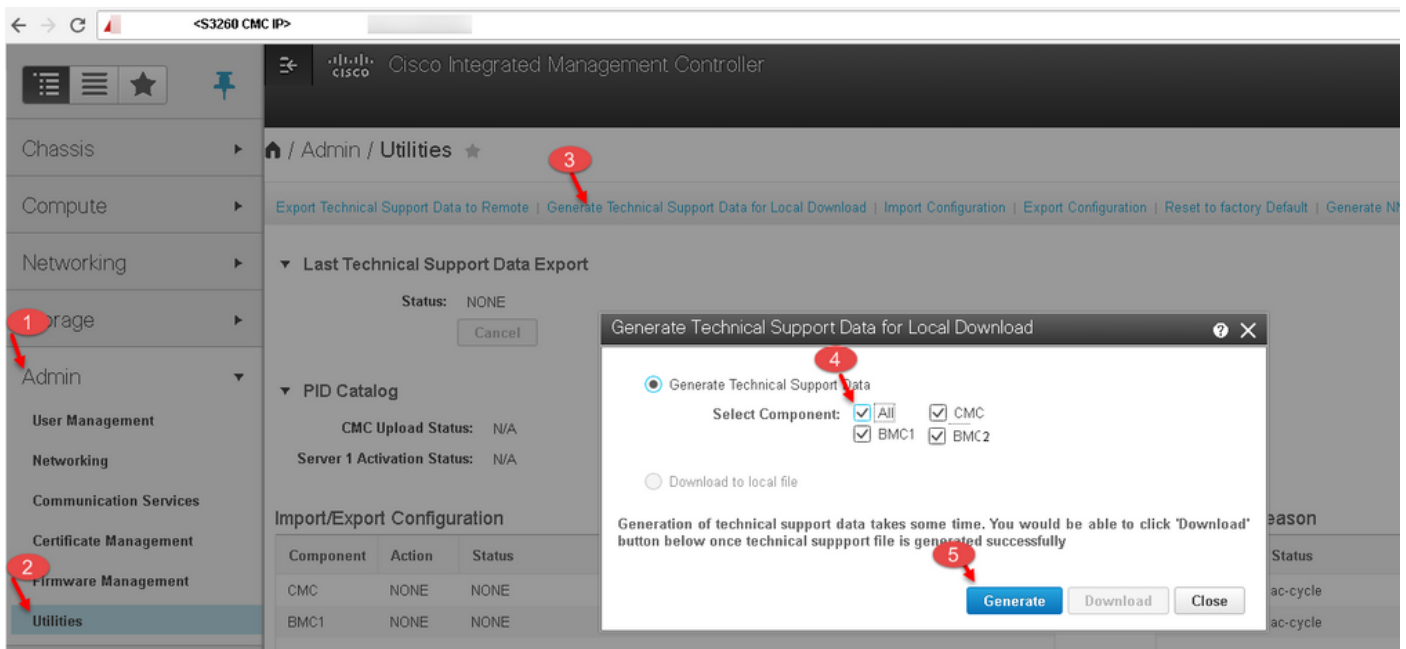
Step 2. Under Utilities, there are two options: Export Technical Support Data to remote and Download Technical Support Data for Local Download. It also shows the status of Last Technical Support Data Export.

Step 3. Click **Download Technical Support Data for Local Download** 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)