

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

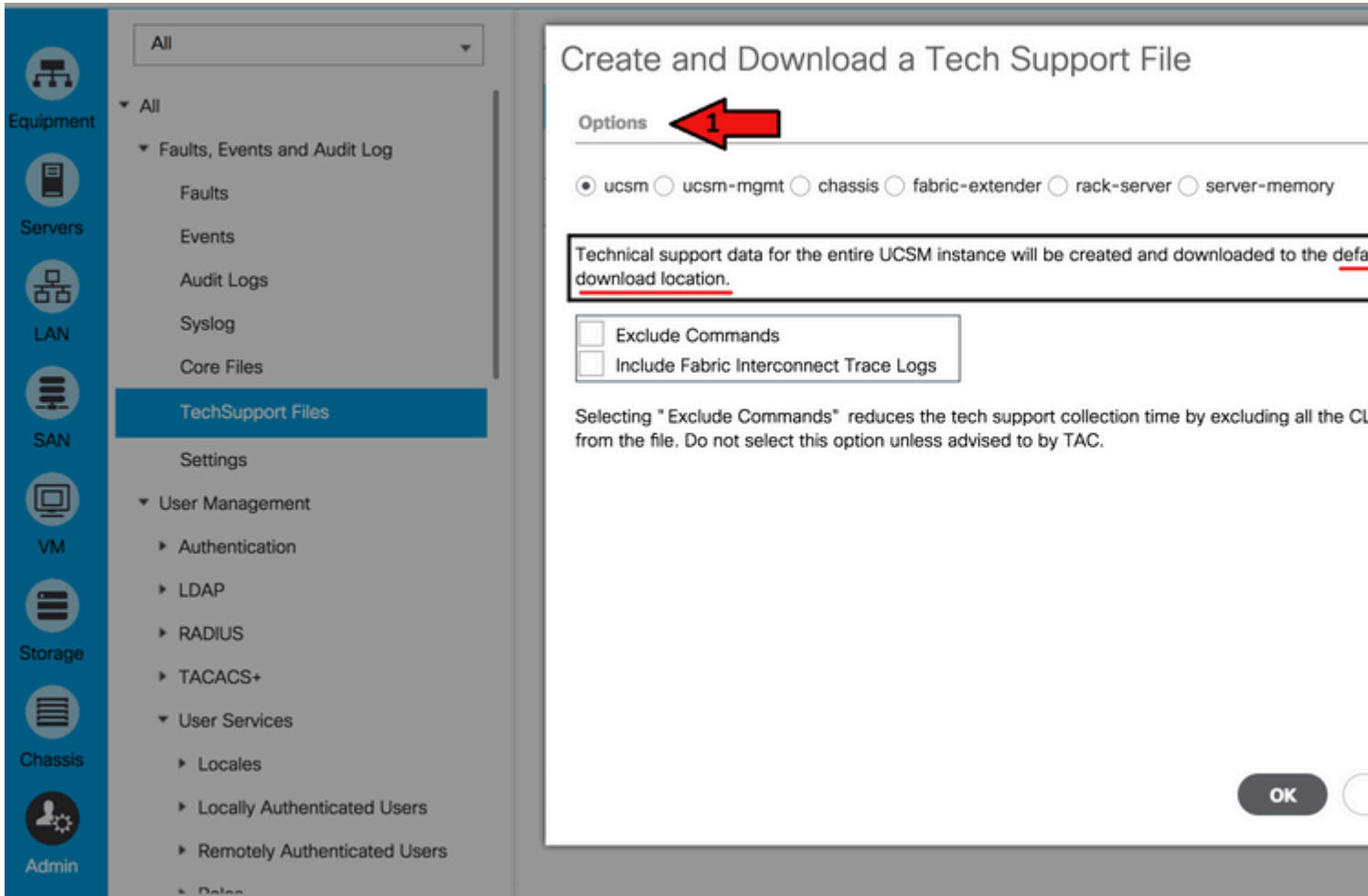
To create and download logs:

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

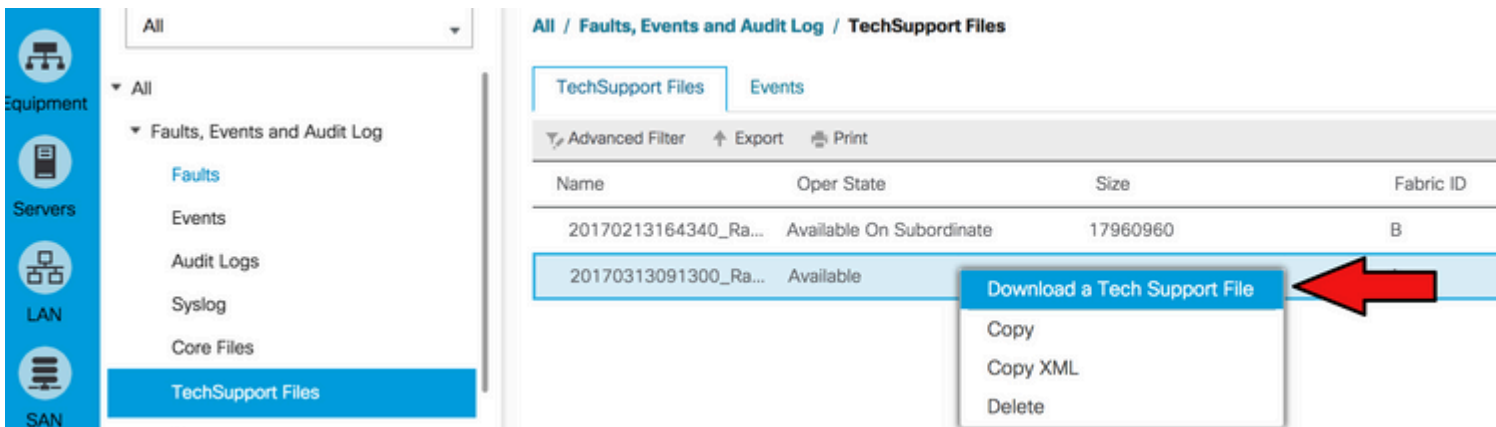
The screenshot shows the Cisco UCS Manager interface. The top navigation bar includes the Cisco logo, 'UCS Manager', and four status icons (red X, orange down arrow, yellow warning triangle, green up arrow) with counts 6, 178, 3, and 15 respectively. The left sidebar contains a navigation menu with categories: Equipment, Servers, LAN, SAN, VM, Storage, and Admin. The 'Faults, Events and Audit Log' menu item is expanded, and 'TechSupport Files' is highlighted. A red arrow labeled '2' points to 'Faults, Events and Audit Log', and another red arrow labeled '3' points to 'TechSupport Files'. A third red arrow labeled '1' points to the 'Admin' category. The main content area shows the breadcrumb 'All / Faults, Events and Audit Log / TechSupport Files' and a table of TechSupport Files. The table has columns for Name, Oper State, and Size. A 'Create and Download a Tech Support File' button is visible in the bottom right corner.

Name	Oper State	Size
20170213164340_R...	Available On Subordinate	17960960
20170313091300_R...	Available	76482560
20170811143912_R...	Available	103403520

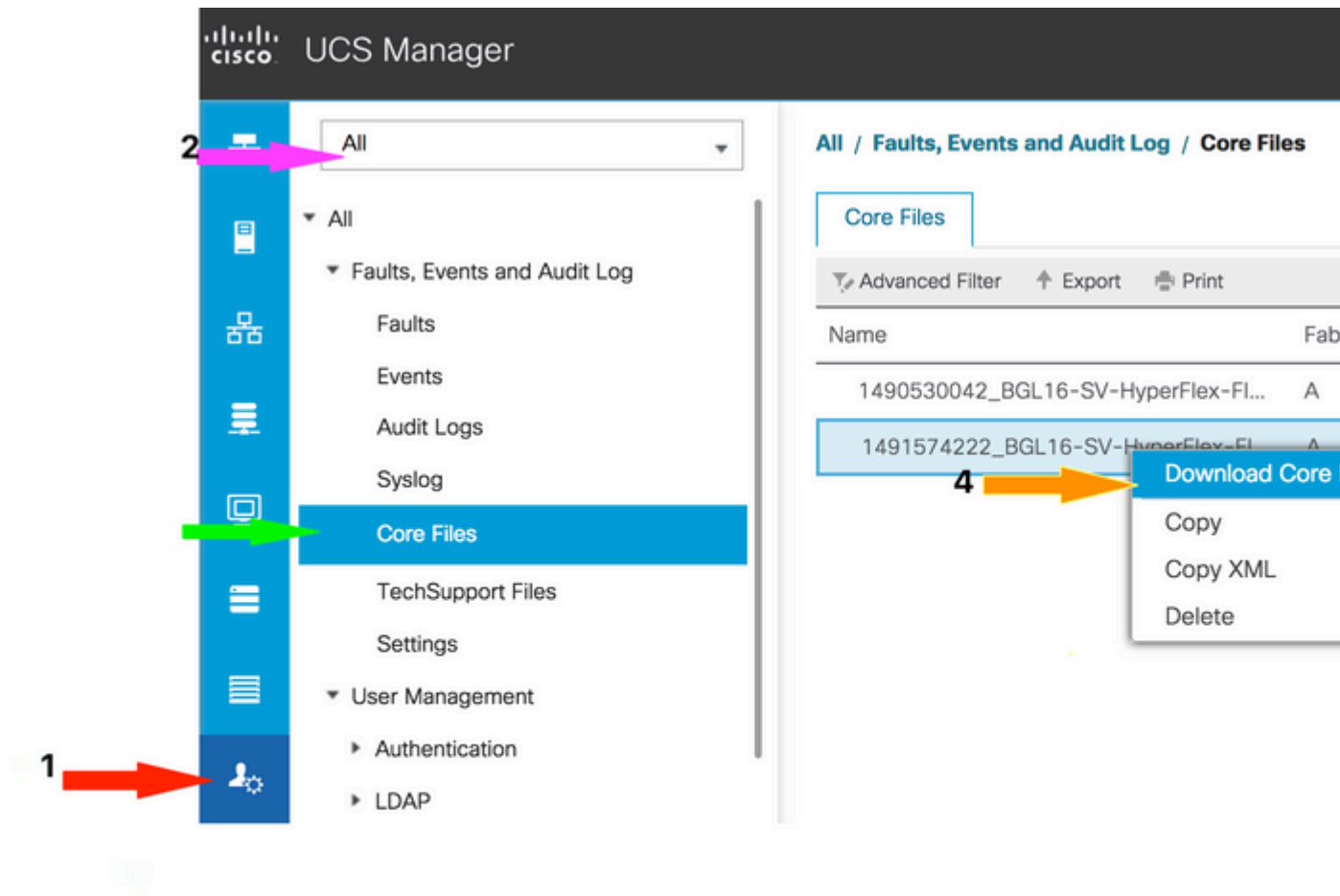
Step 2. From Options, select the technical support data to download.



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.

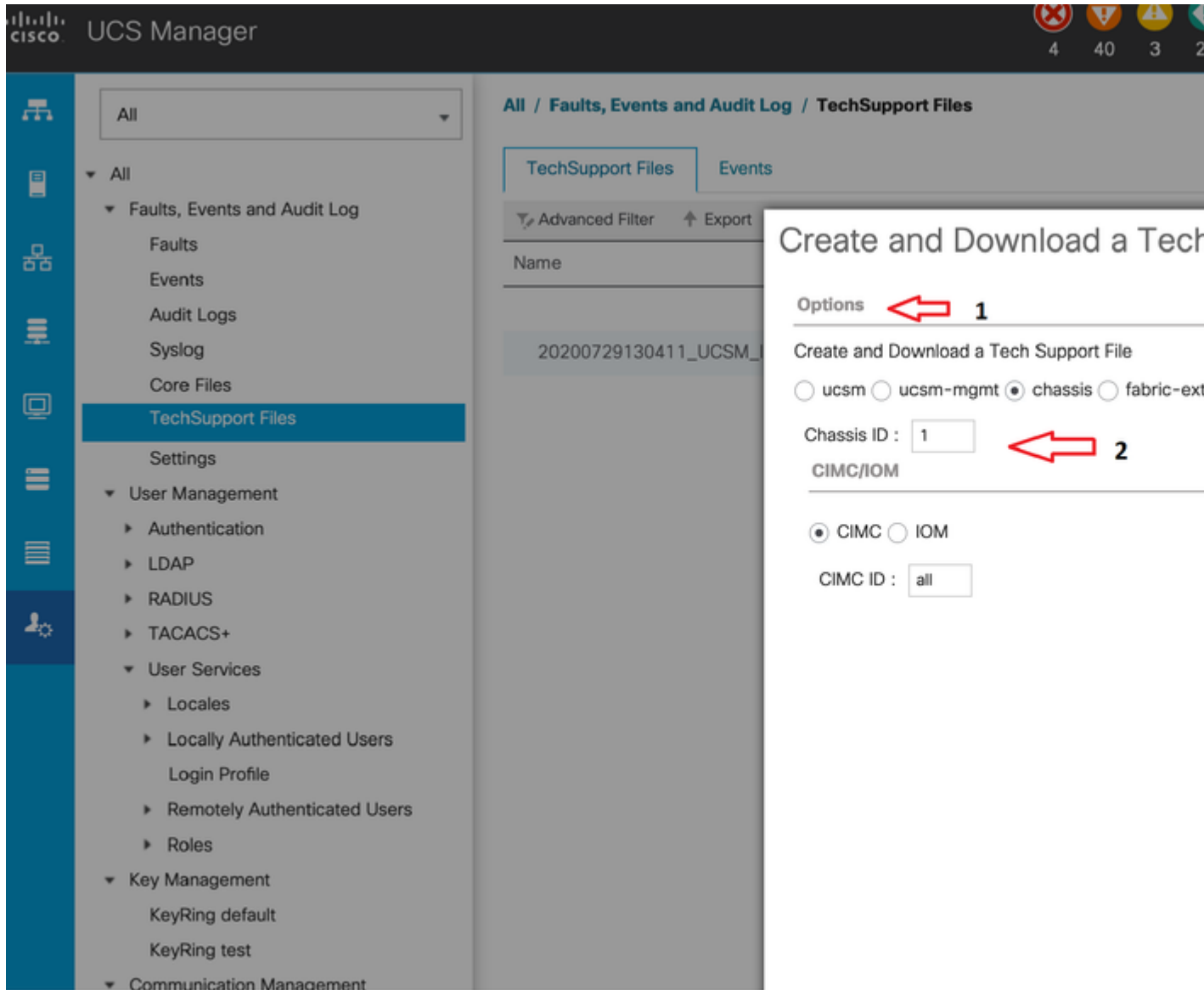
The screenshot shows the UCS Manager interface. The left sidebar contains navigation icons for Equipment, Servers, LAN, SAN, VM, Storage, Chassis, and Admin. The main content area is titled 'All / Faults, Events and Audit Log / TechSupport Files'. It features a table with columns for Name, Oper State, and Size. The table contains three rows of data. At the bottom right, there is a button labeled 'Create and Download a Tech Support File' and a 'Create a Tech Support File' button. Below these buttons are 'Add', 'Delete', and 'Download' icons.

Name	Oper State	Size
20170213164340_R...	Available On Subordinate	17960960
20170313091300_R...	Available	76482560
20170811143912_R...	Available	103403520

Step 2. In order to download tech support:

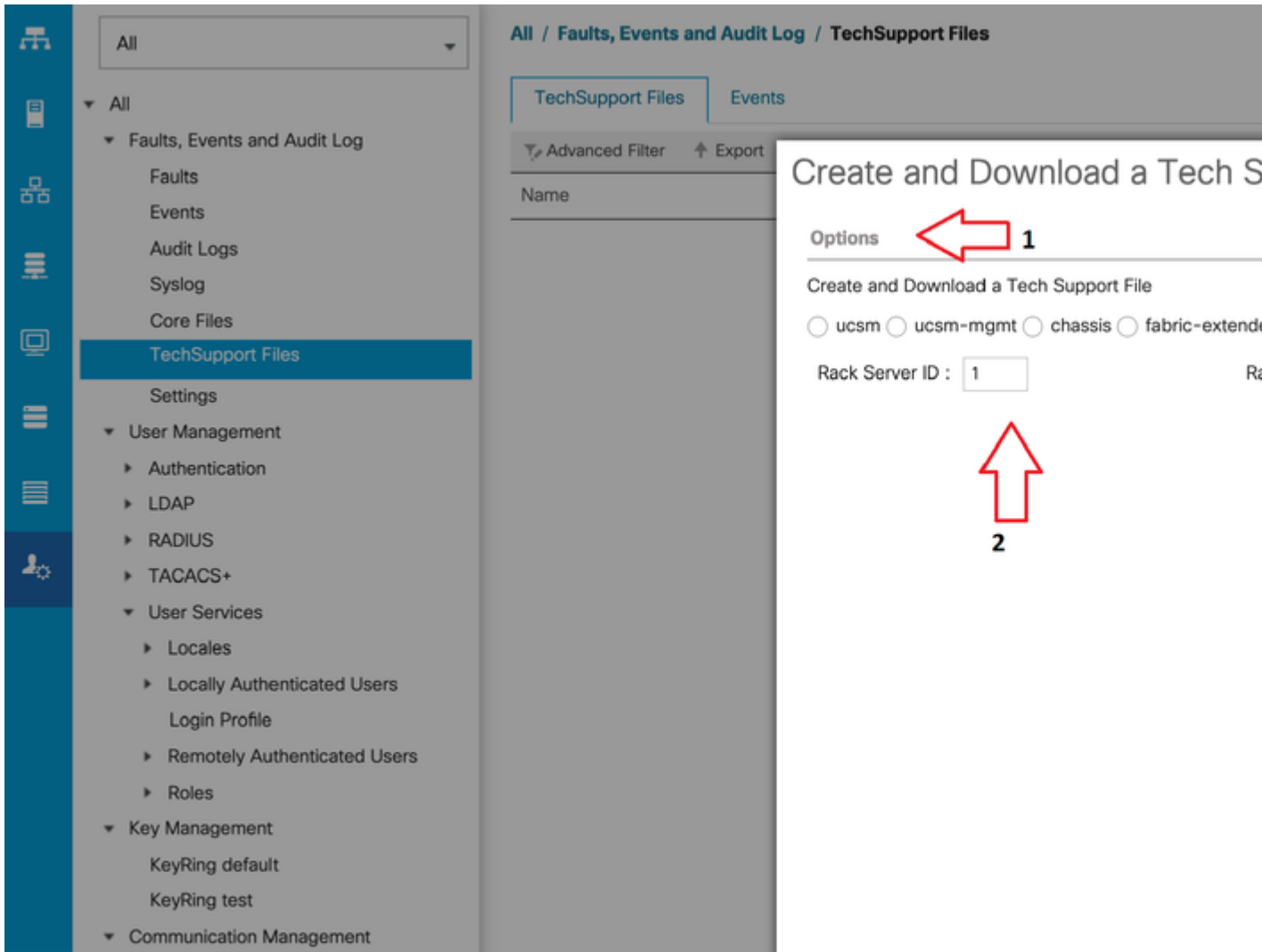
- For Chassis Tech Support (includes B-Series Server):

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



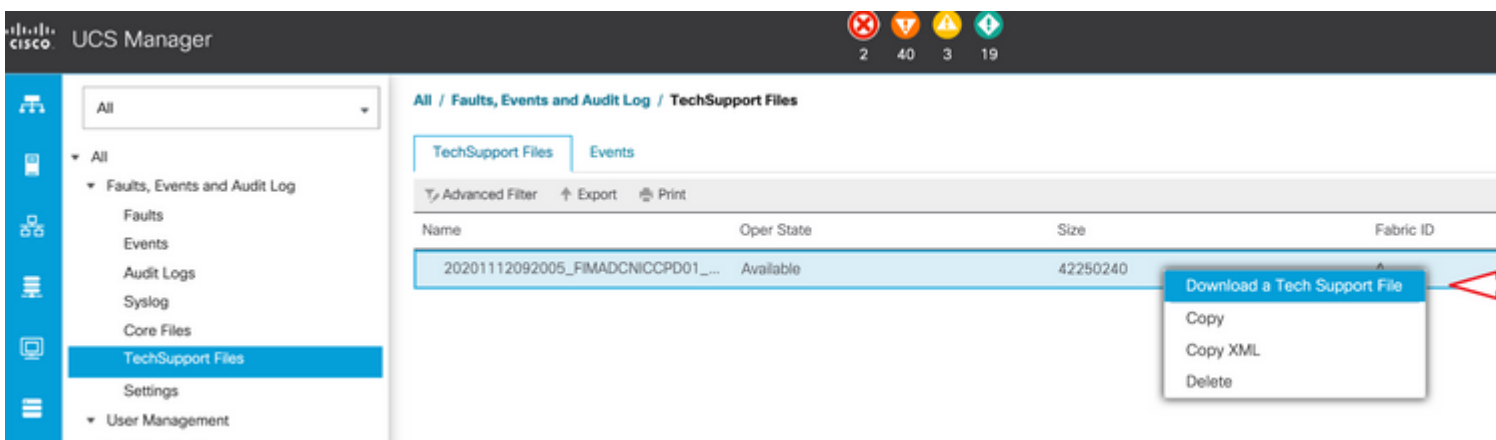
- For UCSM Managed Server (includes C, S, and Hyperflex-Series):

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.



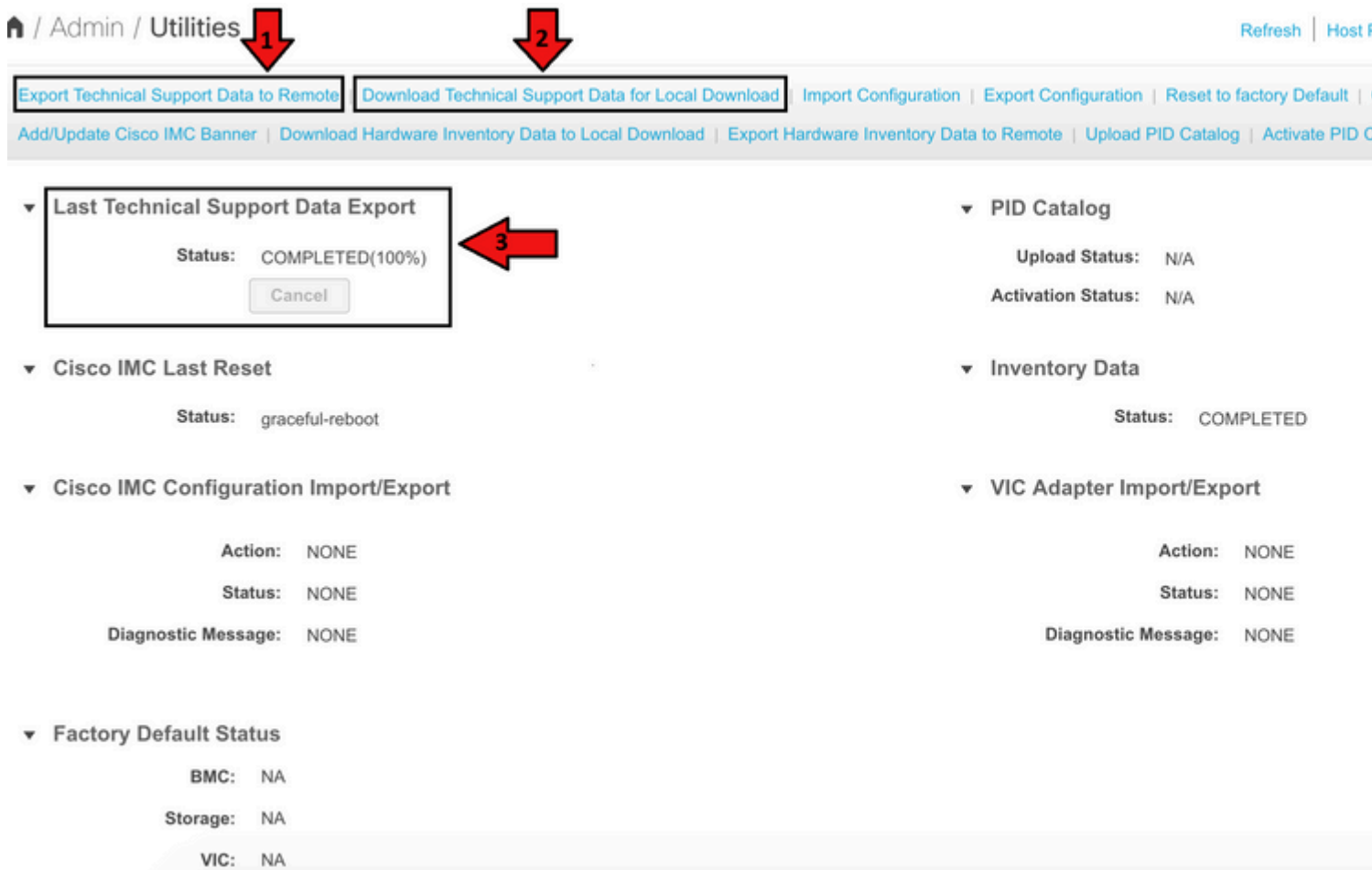
UCS C Series

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

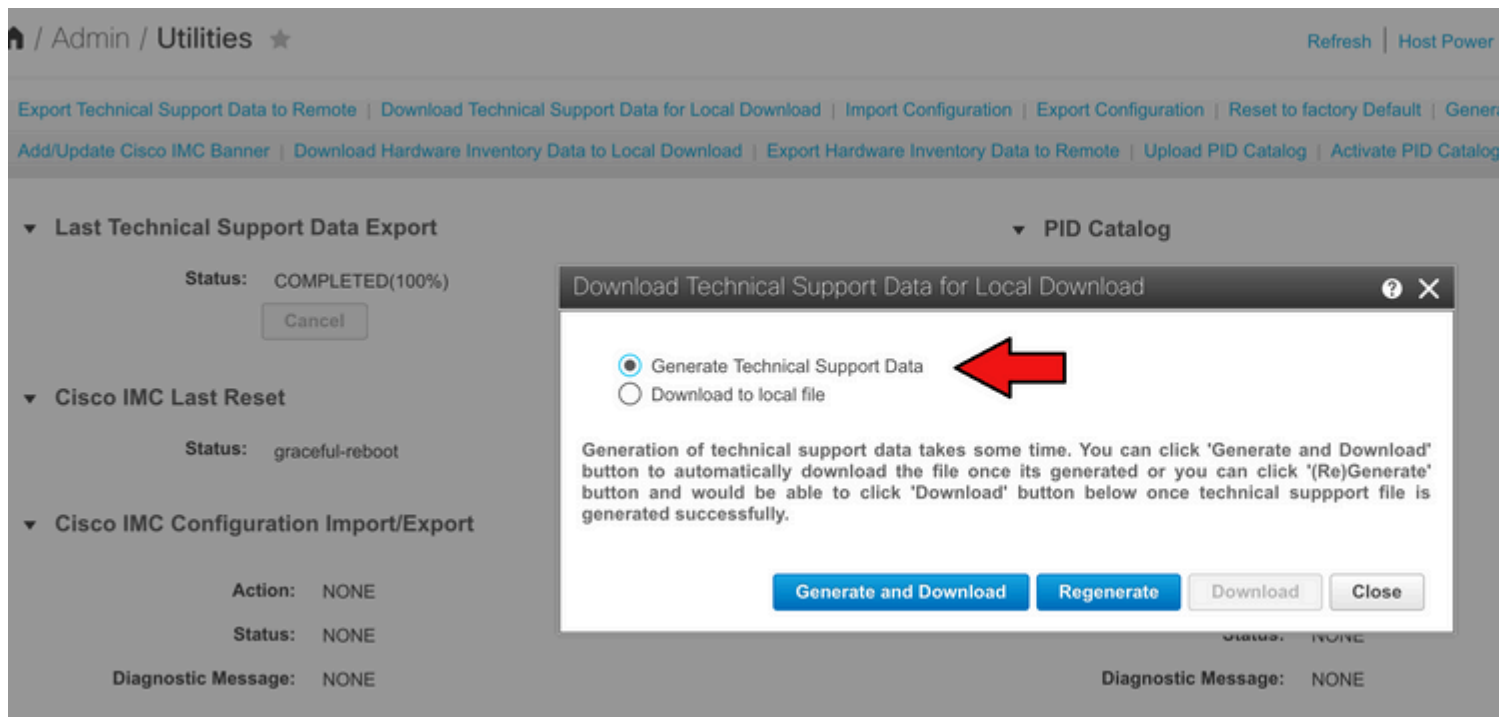
Step 1. Log in to CIMC and browse to Utilities under Admin.

The screenshot displays the Cisco Integrated Management Controller (CIMC) web interface. The top navigation bar shows 'Cisco Integrated Management Controller'. The main content area is titled 'Chassis / Summary' and displays 'Server Properties' for a UCS C240 M4L server. The properties include Product Name, Serial Number, PID, UUID, BIOS Version, Description, and Asset Tag. On the right, system information such as Hostname, IP Address, MAC Address, Firmware Version, and Current Time are shown. Below the properties, there are two summary sections: 'Chassis Status' and 'Server Utilization'. The 'Chassis Status' section shows various components in a 'Good' state, including Power State, Overall Server Status, Temperature, Overall DIMM Status, Power Supplies, and Fans. The 'Server Utilization' section shows overall, CPU, Memory, and IO utilization as 'N/A'. On the left side, a navigation menu is visible with categories like Chassis, Compute, Networking, Storage, Admin, and Utilities. Red arrows are used as annotations: arrow '1' points to the 'Chassis / Summary' breadcrumb, arrow '2' points to the 'Admin' menu item, and arrow '3' points to the 'Utilities' menu item 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.

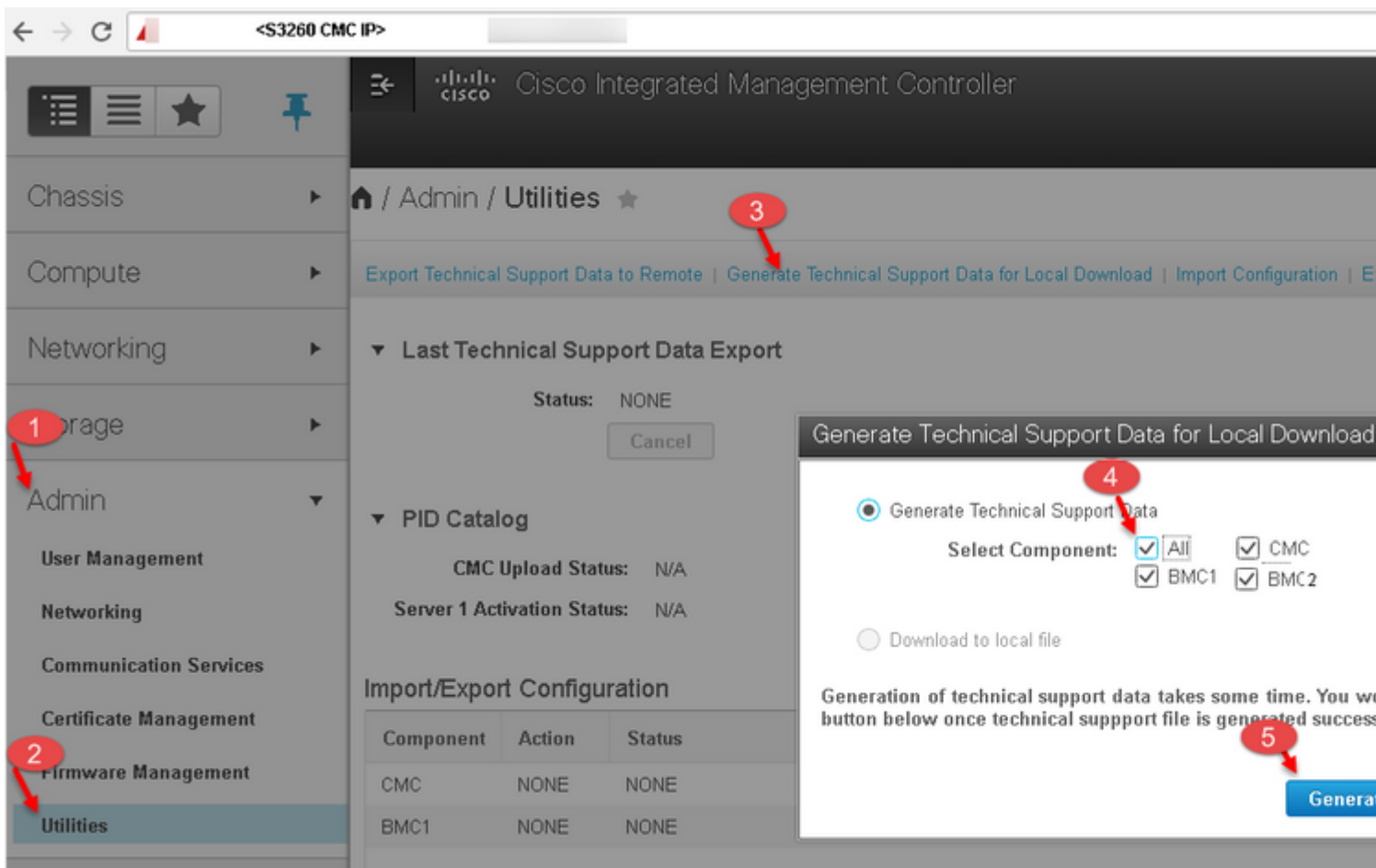


Step 3. Click Download Technical Support Data for Local Download to Generate and Download Technical Support Data.



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)