UCS E–Series Servers Technical Support Bundle Generation

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Contents

Introduction

This document describes how to generate a technical support bundle on United Computing System (UCS) E–Series servers.

Prerequisites

Requirements

Cisco recommends that you have knowledge of Networking connectivity to Cisco Integrated Management Controller (CIMC).
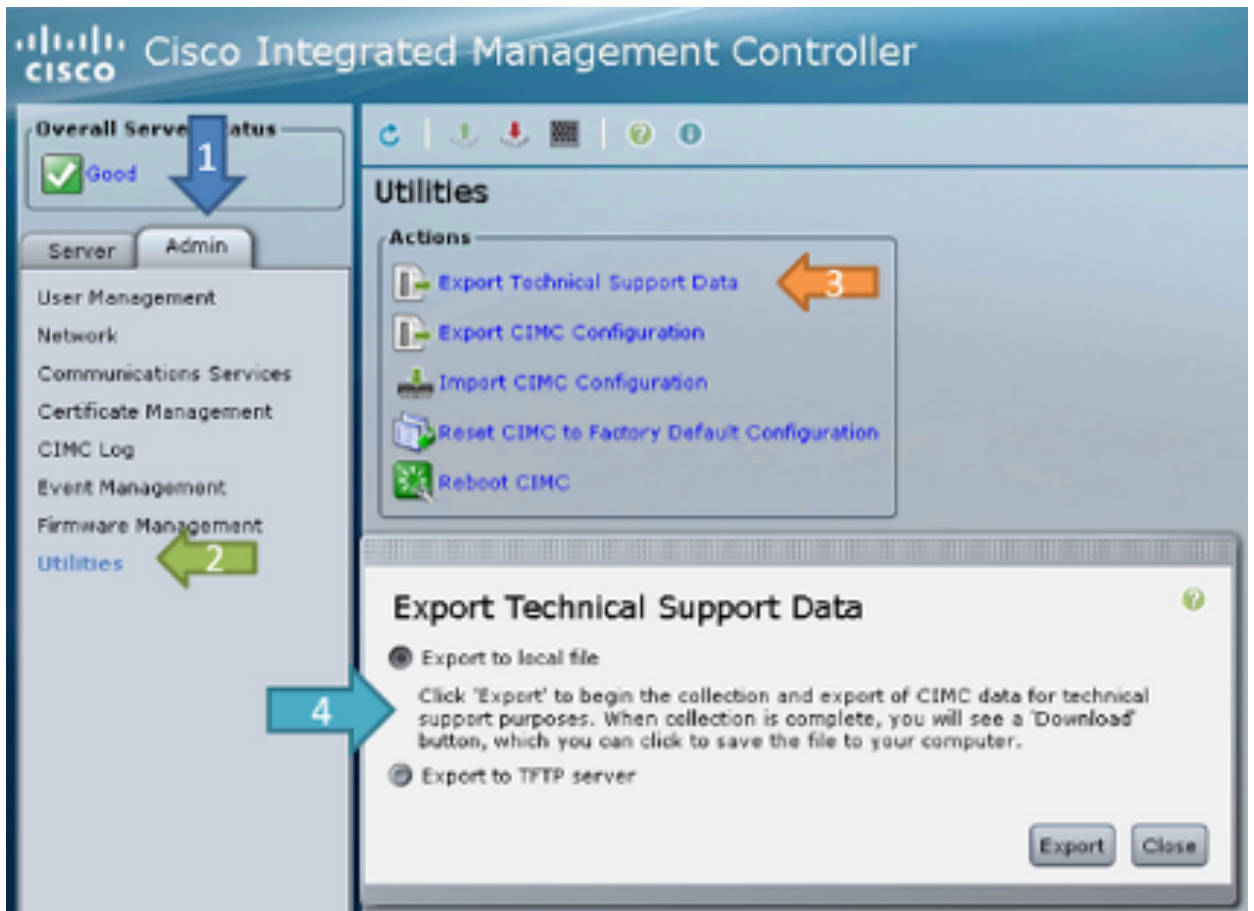
Components Used

The information in this document is based on UCS E–Series servers.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

## Server Technical Support Bundle Generation

Method 1: Graphical User Interface (GUI)

1. Browse to locate the *Admin* tab.
2. Choose *Utilities*.
3. Choose *Export Technical Support Data*.

Cisco Integrated Management Controller

Overall Server Status
Good

1

Server   Admin

User Management
Network
Communications Services
Certificate Management
CIMC Log
Event Management
Firmware Management
Utilities

2

Utilities

Actions

Export Technical Support Data   3
Export CIMC Configuration
Import CIMC Configuration
Reset CIMC to Factory Default Configuration
Reboot CIMC

Export Technical Support Data

Export to local file

Click 'Export' to begin the collection and export of CIMC data for technical support purposes. When collection is complete, you will see a 'Download' button, which you can click to save the file to your computer.

Export to TFTP server

4

Export   Close

4. Next, you can *Export to local file* or *Export to TFTP server*. Choose either a or b.
   a. Export to a local file:

        When you export to a local file, the server generates the log bundle and displays a 'Download' button when the file is complete.

Last Technical Support Data Export

Status: **Ready for Download (100%)**   Download
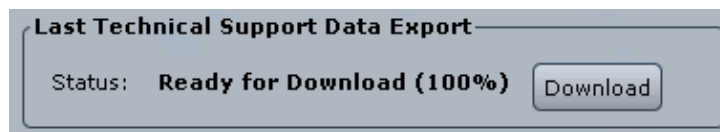
    OR
    b. Export to a TFTP server:

        When you export to a TFTP server, the CIMC IP address must have network connectiity to the TFTP server specified.

Export Technical Support Data

Export to local file
Export to TFTP server

    TFTP Server IP Address:

    Path and Filename:

Export   Close
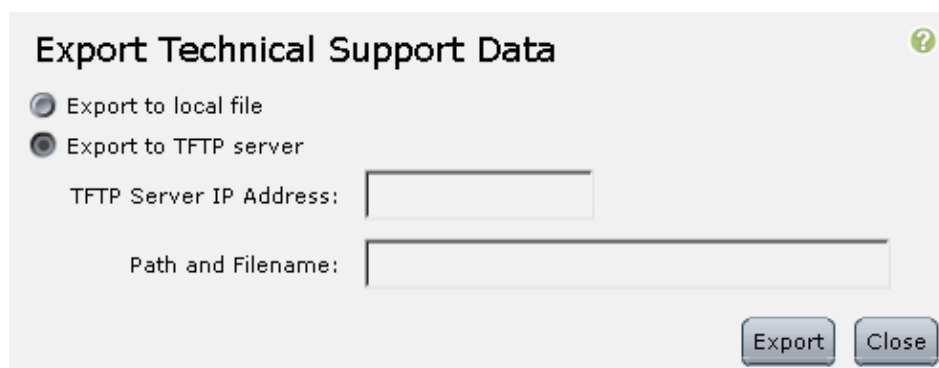
Method 2: Command Line Interface (CLI)

From the CIMC CLI, enter these commands:

```
ESeries # scope cimc
ESeries /cimc # scope tech-support
ESeries /cimc/tech-support # set tftp-ip tftp_server_ip_address
ESeries /cimc/tech-support *# set path /user/user1/supportfile
ESeries /cimc/tech-support *# commit
ESeries /cimc/tech-support # start
ESeries /cimc/tech-support # show detail
```

Related Information

- *Troubleshooting Guide for Cisco UCS E−Series Servers*
- *Technical Support & Documentation − Cisco Systems*

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