C H A P T E R **1**

Introduction

This chapter provides an overview of where to find faults, events, and other information that can help you troubleshoot issues with Cisco Unified Computing System.

This chapter contains the following sections:

- Guidelines for Troubleshooting, page 1-1

Guidelines for Troubleshooting

When you troubleshoot issues with Cisco UCS Manager or any component in it, we recommend that you follow the guidelines in Table 1-1.

Table 1-1   Troubleshooting Guidelines

Guideline	Description
Take screenshots of the fault or error message dialog box and other relevant areas.	These screenshots provide visual cues about the state of the Cisco UCS Manager when the problem occurred. If your computer does not have software to take screenshots, check the documentation for your operating system, as it may include this functionality.
Record the steps that you took directly before the issue occurred.	If you have access to screen or keystroke recording software, repeat the steps you took and record what occurs. If you do not have access to this type of software, repeat the steps you took and make detailed notes of the steps and what happens after each step.
Enter the **show tech-support** command.	The information about the current state of the server is very helpful to the Cisco Technical Assistance Center (TAC) and frequently provides the information needed to identify the source of the problem.

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