



CHAPTER 3

Contacting Technical Support

This chapter describes the steps to take when contacting Cisco Technical Support.

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Note

If you purchased Cisco support through a Cisco reseller, contact the reseller directly. If you purchased support directly from Cisco, contact Cisco Technical Support at this URL:
http://www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html

Gathering Information Before Calling Support

If you cannot isolate the issue to a particular component, please consider the following questions as they may be helpful when contacting the Cisco Technical Assistance Center (TAC).

- Was the server working before the problem occurred?
- Was this a newly installed server?
- Was this server assembled on-site or did it arrive assembled from Cisco?
- Has the memory been re-seated?
- Was the server powered off or moved from one site to another?
- Have there been any recent upgrades? If so, list all of them.

When contacting Cisco TAC for issues it is always important to capture the tech-support output from the server. This can be done from the Cisco Integrated Management Controller (CIMC) GUI.

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Using Cisco CIMC GUI to Collect show-tech Details

A summary report containing configuration information, logs, and diagnostic data can be generated from the Cisco CIMC GUI. The details will help Cisco TAC in troubleshooting and resolving a technical issue. Use this procedure when requested.

1. In the **Navigation** pane, click the **Admin** tab.
2. On the **Admin** tab, click **Utilities**.
3. In the **Actions** area of the **Utilities** pane, click **Export Technical Support Data**.
4. In the **Export Technical Support Data** dialog box, complete these fields:
 - **TFTP Server IP Address** field—The IP address of the TFTP server on which the support data file should be stored.
 - **Path and Filename** field—The file name in which the support data should be stored on the server. When you enter this name, include the relative path for the file from the top of the TFTP tree to the desired location.
5. Click **Export**.

Using Cisco CIMC GUI to Display System Event Log Events

On the Cisco CIMC GUI, complete these steps to display the System Event Log (SEL) events:

1. In the **Navigation** pane, click the **Server** tab.
2. On the **Server** tab, click **System Event Log**.
3. To review the following information for each system event in the log, navigate the log using these options:
 - From the **Entries Per Page** drop-down list, select the number of system events to display on each page.
 - Click **<Newer** and **Older>** to move backward and forward through the pages of system events, or click **<<Newest** to move to the top of the list. By default, the newest system events are displayed at the top of the list.

Using Cisco CIMC GUI to Display Sensor Readings

On the Cisco CIMC GUI, complete these steps to display the sensor readings:

1. In the **Navigation** pane, click the **Server** tab.
2. On the **Server** tab, click **Sensors**.
3. View various sensors by clicking on the desired sensor.

Using Cisco CIMC GUI to Display CIMC Log

On the Cisco CIMC GUI, complete these steps in order to display the CIMC log:

1. In the **Navigation** pane, click the **Admin** tab.

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2. On the **Admin** tab, click **CIMC Log**.
3. On the **Entries Per Page** drop-down list, select the number of CIMC events to display on each page.

Using Command Line Interface (CLI) to Collect show-tech Details

On the CLI, enter:

```
~ # scope cimc
~ /cimc # scope
firmware
log
network
tech-support
~ /cimc # scope tech-support
~ /cimc/tech-support # set tftp-ip 192.168.1.1
~ /cimc/tech-support *# set path \techsupport\showtech
~ /cimc/tech-support *# commit
~ /cimc/tech-support *# start
```

These are descriptions of some of the key fields within the **show-tech** command:

- **var/**—Contains detailed logs, and status of all monitored services. It also contains services information files such as the configuration of SOL and IPMI sensor alarms.
- **var/log**—Contains the rolling volatile log messages.
- **obfl/**—Contains the rolling non-volatile log messages.
- **met/**—Non-volatile configuration and SEL.
- **tmp/**—The **show tech-support** text files, along with BIOS tech-support text files. The text files contain all process, network, system, mezzanine, and BIOS state information.
- **mctool**—Gets basic information on the state of the CIMC.
- **network**—Gets current network configuration and socket information.
- **obfl**—Gets live obfl
- **messages**—Gets live /var/log/messages file
- **alarms**—Lists sensors in alarm states.
- **sensors**—Current sensor readings from IPMI.
- **power**—Current power state of the x86.

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