



# Troubleshooting Guide for Cisco UCS E-Series Servers

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This document provides troubleshooting information for Cisco UCS E-Series Servers.



**Note**

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Documentation is sometimes updated after original publication; therefore, review the documentation on Cisco.com for any updates.

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# General Troubleshooting

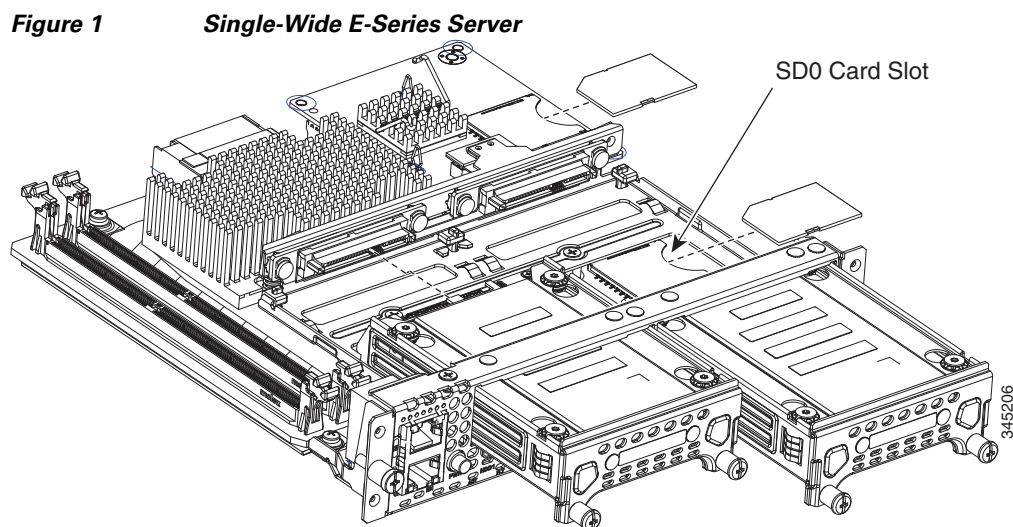
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## CIMC Hangs

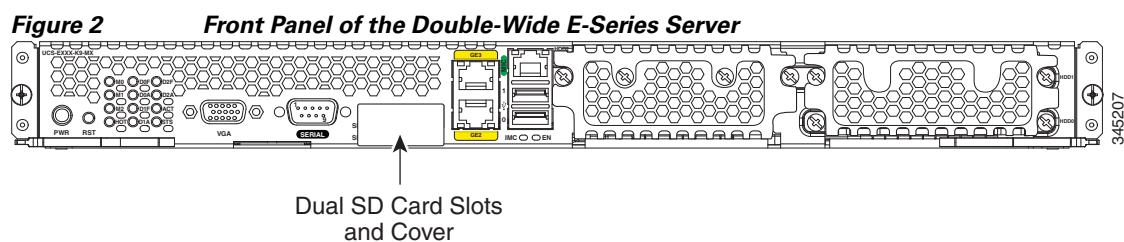
To resolve this problem, do the following:

- Use IPMI to reboot CIMC. If using IPMI does not resolve the problem, power cycle the E-Series Server.
- Verify that there is an SD card in the SD0 card slot. The SD card in the SD0 card slot contains the CIMC software and should always be present.

[Figure 1](#) shows the location of the SD0 card slot in a single-wide E-Series Server.



[Figure 2](#) shows the location of the dual SD card slots in a double-wide E-Series Server.



- Power down the E-Series Server to check whether the SD card has come out of the slot. If it has, reinsert the SD card. Do the following:
  - If the E-Series Server is installed in a Cisco 3900 series router, use the **hw-module sm slot oir-stop** command to power down the server, reinsert the SD card, and then use the **hw-module sm slot oir-start** command to start the server.
  - If the E-Series Server is installed in a Cisco 2900 series router, power cycle the router.



**Note** Do not remove the SD card when the system is in operation.

## Cannot Download the Host Image

To resolve this problem, verify the following:

- The FTP server on which you want to download the host image is running.
- The FTP server path to the image files is correct.

## Cannot Power on the E-Series Server

To resolve this problem, clear the server's BIOS CMOS memory using the CIMC GUI or the CIMC CLI:

- [Clearing the BIOS CMOS Using the CIMC GUI, page 3](#)
- [Clearing the BIOS CMOS Using the CIMC CLI, page 4](#)

## Clearing the BIOS CMOS Using the CIMC GUI

### Before You Begin

- Log into the CIMC GUI as a user with admin privileges.
- Power off the server.

### Procedure

- 
- |               |  |
|---------------|--|
| <b>Step 1</b> | In the Navigation pane, click the <b>Server</b> tab.       |
| <b>Step 2</b> | On the Server tab, click <b>BIOS</b> .                     |
| <b>Step 3</b> | In the <b>Actions</b> area, click <b>Clear BIOS CMOS</b> . |
| <b>Step 4</b> | In the confirmation window, click <b>OK</b> .              |
-

## Clearing the BIOS CMOS Using the CIMC CLI

### Procedure

**Step 1** Enter the BIOS command mode. Use the **scope bios** command:

```
Server# scope bios
```

**Step 2** Clear the BIOS CMOS memory. Use the **clear cmos** command:

```
Server /bios # clear-cmos
This operation will clear the BIOS CMOS.
Note: Server should be in powered off state to clear CMOS.
```

**Step 3** At the confirmation prompt, enter **y** to confirm

```
Continue?[y|N] y
```

## VMware License Troubleshooting

- [Cannot Apply VMware FL-SRE-V-HOST License, page 4](#)

### Cannot Apply VMware FL-SRE-V-HOST License

This problem occurs if you are using more than 32 GB of RAM with VMware vSphere Hypervisor™ 5.x. To resolve this problem, reduce the RAM to 32 GB or less, or upgrade your license to FL-SRE-V-HOSTVC.

## Microsoft Windows Installation Troubleshooting

- [VMware Boots After Microsoft Windows Installation, page 4](#)
- [Microsoft Windows Installation Displays VMware Partitions, page 5](#)

### VMware Boots After Microsoft Windows Installation

This problem occurs if you had first installed VMware, and then installed Microsoft Windows. To resolve this problem, do the following:

1. Change the state of the physical drive to JBOD. See the “Changing the Physical Drive State” section in the [GUI Configuration Guide for Cisco UCS E-Series Servers](#).
2. Configure RAID to clear partitions. See the “Configuring RAID Using the CIMC GUI” section in the [GUI Configuration Guide for Cisco UCS E-Series Servers](#).

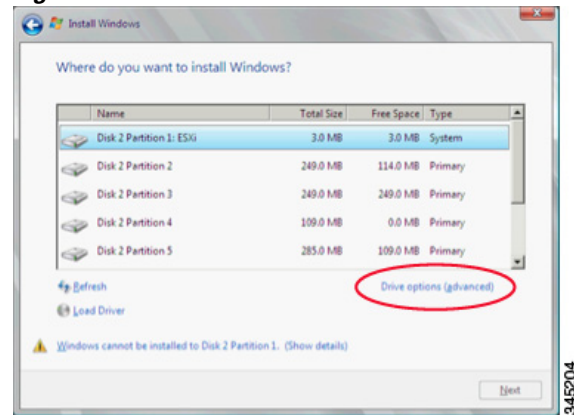
## Microsoft Windows Installation Displays VMware Partitions

During the Microsoft Windows installation, the “Where do you want to install Windows” dialog box appears (see [Figure 3](#)), which displays partitions that were previously created by VMware. This dialog box also displays the following warning message:

Warning: Windows Cannot be Installed to Disk x Partition x.

To resolve this problem, clear the old partitions by clicking **Drive options (advanced)**, and then resume with the Microsoft Windows installation.

**Figure 3** *Where Do You Want to Install Windows Dialog Box*



## Host Login and CIMC Login Troubleshooting

- [Cannot Session into the E-Series Server \(Host\), page 5](#)
- [Cannot Session into CIMC with Active Directory Authentication, page 6](#)

### Cannot Session into the E-Series Server (Host)

The `ucse slot session host` command does not allow you to log into the E-Series Server. To resolve this problem, do the following:

#### Procedure

- Step 1** Verify that the line speed value is 9600. Use the `show line` command to verify the line speed value:

```
Router# show line
Tty Line Typ Tx/Rx A Modem Roty AccO AccI Uses Noise Overruns Int
* 0 0 CTY - - - - - 9 0 0/0 -
  1 1 AUX 9600/9600 - - - - - 0 0 0/0 -
  2 2 TTY 9600/9600 - - - - - 0 0 0/0 -
131 131 TTY 9600/9600
```

- Step 2** If the line speed value is correct, verify that the Baud rate value is 9.6K and the terminal type is compatible. Use the **show detail** command from `/bios/server-management` to verify the Baud rate and terminal type:

```
router# ucse 2 session imc
CIMC# scope bios/server-management
CIMC /bios/server-management # show detail
Set-up parameters:
  Assert NMI on PERR: Disabled
  Assert NMI on SERR: Disabled
  Baud rate: 9.6k
  Console redirection: Serial Port A
  FRB2 Enable: Enabled
  Flow Control: None
  OS Boot Watchdog Timer: Disabled
  OS Boot Watchdog Timer Policy: Do Nothing
  Power Restore Policy: Power On
  Terminal type: PC-ANSI
```

- Step 3** Verify that the Enabled option in Serial over LAN (sol) is configured as no. Use the show detail command from `/sol` to verify the sol configuration:

```
CIMC# scope sol
CIMC /sol # show detail
Serial Over LAN:
  Enabled: no
  Baud Rate(bps): 9600
```

## Cannot Session into CIMC with Active Directory Authentication

This problem occurs if you did not provide your full domain name followed by your username. To resolve this problem, provide your full domain name followed by your username. For example:

```
CIMC login: cert.cisco.com\adadmin
Password:
PING 172.19.159.52 (172.19.159.52): 56 data bytes
64 bytes from 172.19.159.52: seq=0 ttl=128 time=0.000 ms

--- 172.19.159.52 ping statistics ---
1 packets transmitted, 1 packets received, 0% packet loss
round-trip min/avg/max = 0.000/0.000/0.000 ms
```

## Determining Version Information

- [Determining the Cisco IOS Version Installed on the Router, page 7](#)
- [Determining Information About the E-Series Server Through Diagnostics, page 7](#)
- [Determining the Hardware Version of the E-Series Server, page 7](#)
- [Determining the BIOS Version Installed on the E-Series Server, page 8](#)
- [Determining the CIMC Version Installed on the E-Series Server, page 8](#)
- [Determining the LSI Firmware Version, page 8](#)

## Determining the Cisco IOS Version Installed on the Router



### Note

- The supported Cisco IOS software version on E-Series Servers is 15.2(4)M and later versions. For details, see the “Verifying the Router, E-Series Server, and Cisco IOS Software Version Compatibility” section in the [Getting Started Guide for Cisco UCS E-Series Servers](#).
- The Cisco 2921 and 2951 series routers support 4-core only.

To determine the Cisco IOS version, use the **show version** or the **show inventory** command from the router:

```
Router> show version
Cisco CISCO3945-CHASSIS (revision 1.0) with C3900-SPE150/K9 with 1048576K/63488K bytes of
memory.
1 cisco UCSE Module(s)
```

```
Router> show inventory
NAME: "UCSE Server Module on Slot 4", DESCR: "UCSE Server Module"
PID: UCS-E140D-M1/K9 , VID: V00 , SN: FOC16161F5E
```

## Determining Information About the E-Series Server Through Diagnostics

To determine the type of E-Series Server that is installed in the router and in which slot it is installed, use the **show diag** command from the router:

```
Router> show diag
Slot 4:
UCSE Double Wide Module Port adapter, 2 ports
Port adapter is analyzed
Port adapter insertion time 4d18h ago
Product (FRU) Number : UCS-E140D-M1/K9
```

## Determining the Hardware Version of the E-Series Server

To determine the hardware version of the E-Series Server, do the following from the CIMC GUI.

### Procedure

- Step 1** In the **Navigation** pane, click the **Server** tab.
- Step 2** On the **Server** tab, click **Summary**. The Server Summary page appears.
- Step 3** In the **Cisco Integrated Management Controller (CIMC) Information** area, the hardware version of the E-Series Server is displayed in the **CPLD Version** and the **Hardware Version** fields.

## Determining the BIOS Version Installed on the E-Series Server



### Note

- The minimum BIOS version for the double-wide E-Series Server is 4.6.4.8.
- The minimum BIOS version for the single-wide E-Series Server is 4.6.5.8.

To determine the BIOS version of the E-Series Server, do the following from the CIMC GUI.

### Procedure

- Step 1** In the **Navigation** pane, click the **Server** tab.
- Step 2** On the **Server** tab, click **BIOS**. The BIOS page appears.
- Step 3** In the **BIOS Properties** area, the BIOS version is displayed in the **Running Version** field.

## Determining the CIMC Version Installed on the E-Series Server



### Note

The minimum CIMC version is 1.20120808152414.

To determine the CIMC version of the E-Series Server, do the following from the CIMC GUI.

### Procedure

- Step 1** In the **Navigation** pane, click the **Admin** tab.
- Step 2** On the **Admin** tab, click **Firmware Management**. The Firmware Management page appears.
- Step 3** In the **CIMC Firmware** area, the CIMC version is displayed in the **Running Version** field.

## Determining the LSI Firmware Version

To determine the LSI firmware version, do the following from the CIMC GUI.

### Procedure

- Step 1** In the **Navigation** pane, click the **Server** tab.
- Step 2** On the **Server** tab, click **Inventory**. The Inventory page appears.
- Step 3** Click the **Storage** tab.
- Step 4** In the **Storage Adapters** area, the LSI firmware information is displayed in the **Firmware Package Build** column.



# Cisco IOS and CIMC CLI Configuration Troubleshooting

- [Cisco IOS Configurations Not Applied to CIMC, page 9](#)
- [Cannot View Latest Configuration Changes in CIMC, page 9](#)
- [Cannot Commit CIMC CLI Configuration Changes, page 10](#)

## Cisco IOS Configurations Not Applied to CIMC

This problem occurs if **Lock IOS Configuration Changes** is enabled in CIMC. Use the CIMC GUI or the CIMC CLI to resolve this problem.

- [Enabling Cisco IOS Configuration Changes to Be Applied to CIMC Using the GUI, page 9](#)
- [Enabling Cisco IOS Configuration to Be Applied to CIMC Using the CLI, page 9](#)

## Enabling Cisco IOS Configuration Changes to Be Applied to CIMC Using the GUI

To enable Cisco IOS configuration changes to be applied to CIMC, do the following from the CIMC GUI.

### Procedure

- 
- |               |  |
|---------------|--|
| <b>Step 1</b> | In the <b>Navigation</b> pane, click the <b>Server</b> tab.  |
| <b>Step 2</b> | On the <b>Server</b> tab, click <b>Summary</b> . The Server Summary page appears.                  |
| <b>Step 3</b> | From the Server Summary page, click the <b>Lock IOS Configuration Changes</b> button to unlock it. |
- 

## Enabling Cisco IOS Configuration to Be Applied to CIMC Using the CLI

Use the **set ios-lockout unlocked** command to enable the Cisco IOS configuration changes to be applied to CIMC:

```
Server /chassis # set ios-lockout unlocked
Server /chassis *# commit
Server /chassis # show detail
Chassis:
  Power: off
  Power Button: unlocked
  IOS Lockout: unlocked
  Serial Number: FOC16161F5E
  Product Name: E140D
  PID : UCS-E140D-M1/K9
  UUID: 1255F7F0-0F16-0000-E5A5-05EAA6AF20B5
  Description:
```

## Cannot View Latest Configuration Changes in CIMC

To resolve this problem, after making changes to the configuration, click **Refresh**.

## Cannot Commit CIMC CLI Configuration Changes

This problem occurs under the following conditions:

- If you assigned a static IP address for CIMC, and then left the values of DHCP Enabled and DNS-use-DHCP as **Yes**. To resolve this problem, change the value to **No**, and then assign the static IP address:

```
Server /cimc/network # set dns-use-dhcp no
Server /cimc/network *# set dhcp-enabled no
Server /cimc/network *# set v4-addr 192.168.100.78
Server /cimc/network *# commit
```

- If you made configuration changes in one scope, and then tried to commit those changes from another scope.

The **commit** command must be used to commit changes that are made within the same scope. If you try to use the **commit** command to submit changes made in a different scope, an error message displays. To resolve this problem, redo and recommit the changes in the same scope.

## LED, DIMM, Video Port, USB Port, and CD/DVD Troubleshooting

- [LED Color Displays Amber, page 10](#)
- [DIMM Not Functioning, page 11](#)
- [Front Panel Video Port Does Not Work, page 11](#)
- [Front Panel USB Port Does Not Work, page 12](#)
- [Cannot Boot from the External CD/DVD Device, page 12](#)
- [Configuring the Boot Order Using the BIOS Setup Menu, page 12](#)

### LED Color Displays Amber

At run time or during server start-up, the post diagnostic tests check the CPU, DIMM, and HDD. If any failure occurs, the failure notifications are sent to the system event logs (SEL). You can view these notification in the SEL or in the output of the **show tech-support** command. When errors occur, an amber diagnostic LED displays next to the failed component. To resolve the DIMM and HDD problem, power down the E-Series Server, and then verify if the DIMMs and the hard drives are installed correctly.

#### Procedure

- 
- |               |  |
|---------------|--|
| <b>Step 1</b> | If the E-Series Server is installed into a 3900 series router, power off the server using the <b>hw-module sm slot oir stop</b> command; otherwise, power down the router. |
| <b>Step 2</b> | Remove the server.   |
| <b>Step 3</b> | Reinsert the DIMMs or hard drives as appropriate.  |
| <b>Step 4</b> | Reinsert the server into the router.   |
| <b>Step 5</b> | If the router was powered down, power it on.   |
-

## DIMM Not Functioning

To resolve this problem, do the following:

- Make sure that the DIMMs are installed and are of the same capacity. Do the following:
  - In the **Navigation** pane, click the **Server** tab.
  - On the **Server** tab, click **Inventory**. The Inventory page appears.
  - Click the **Memory** tab. The **Capacity** column in the Memory Details area allows you to determine the capacity of the DIMMs and whether the DIMM is installed or not.

Verify that the value in the Capacity column for the DIMMs is the same.

If the DIMMs are installed, the Capacity column displays a numerical value; otherwise, it displays **Not Installed**.
- Check whether there are memory related system event logs. Do the following:
  - In the **Navigation** pane, click the **Server** tab.
  - On the **Server** tab, click **System Event Log**. The System Event Log page appears.
  - In the **Description** column, look for events that start with **FRU\_RAM xxx**.
- Check if the DIMM is supported on that server model.
  - Single-Wide E-Series Server—Supports DDR3 1333MHz VLP UDIMM 1.5 V, 4 GB, and 8 GB
  - Double-Wide E-Series Server—Supports DDR3 1333 MHz RDIMM 1.35 V, 4 GB, 8 GB and 16 GB
  - Double-wide with PCIE support—Supports DDR3 1333 MHz RDIMM 1.35 V, 4 GB, 8 GB, and 16 GB
- Check if the DIMM is correctly installed in the server slot, otherwise, remove and reinstall the DIMM.

## Front Panel Video Port Does Not Work

This problem occurs if the **Enable Local Server Video** checkbox is not checked. To resolve this problem, do the following from the CIMC GUI.

### Procedure

- 
- |               |  |
|---------------|--|
| <b>Step 1</b> | In the Navigation pane, click the <b>Server</b> tab.                                     |
| <b>Step 2</b> | On the Server tab, click <b>Remote Presence</b> .  |
| <b>Step 3</b> | In the Remote Presence pane, click the <b>Virtual KVM</b> tab.                           |
| <b>Step 4</b> | In the <b>vKVM Properties</b> area, check the <b>Enable Local Server Video</b> checkbox. |
-

## Front Panel USB Port Does Not Work

The light on the device that is connected to the front panel USB port is off. This problem occurs if the USB Port in the USB BIOS Settings is not enabled. To resolve this problem, do the following from the CIMC GUI.

### Procedure

- 
- Step 1** In the Navigation pane, click the **Server** tab.
  - Step 2** On the Server tab, click **BIOS**.
  - Step 3** In the Actions area, click **Configure BIOS**. The Configure BIOS Parameters dialog box appears.
  - Step 4** In the Configure BIOS Parameters dialog box, click the **Advanced** tab.
  - Step 5** Scroll down until you reach the USB BIOS Settings area.
  - Step 6** Verify if the USB Port 0 and USB Port 1 are enabled. If the ports are disabled, enable them.
- 

## Cannot Boot from the External CD/DVD Device

To resolve this problem, do the following:

- Verify that the USB Port to which the CD/DVD device is connected to, is enabled. See [Front Panel USB Port Does Not Work, page 12](#).
- Verify that the power current used by the CD/DVD device does not exceed 700mA. If it exceeds 700mA, the USB port to which the CD/DVD device is connected to, might not stay stable. The USB port might go on or off; or might get disabled. To resolve this problem, try connecting the device to an externally-powered USB hub.
- Make sure that the CD/DVD ROM device is configured as the first boot device in the boot order table. For procedure, See [Configuring the Boot Order Using the BIOS Setup Menu, page 12](#).
- Reboot the E-Series Server.

## Configuring the Boot Order Using the BIOS Setup Menu

Use this procedure if you want the server to boot from an external bootable device, such as an USB or an external CD ROM drive that is directly connected to the E-Series Server. Do the following from the CIMC GUI.

### Procedure

- 
- Step 1** In the Navigation pane, click the **Server** tab.
  - Step 2** On the Server tab, click **Summary**.
  - Step 3** From the Actions area, click **Launch KVM Console**. The KVM Console opens in a separate window.
  - Step 4** From the Server Summary page, click **Power Cycle Server** to reboot the server.
  - Step 5** When prompted, press **F2** during bootstrap to access the BIOS setup menu. The Aptio Setup Utility appears, which provides the BIOS setup menu option.

- Step 6** Use the **Right** or **Left** arrow keys on your keyboard to select the **Boot** tab.
- Step 7** Scroll down to the bottom of the page below the Boot Options Priority area. The following boot option priorities are listed:
- Floppy Drive BBS Priorities
  - Network Device BBS Priorities
  - Hard Drive BBS Priorities
  - CD/DVD ROM Drive BBS Priorities
- Step 8** Use the **Up** or **Down** arrow keys on your keyboard to highlight the appropriate option.
- Step 9** Press **Enter** to select the highlighted field.
- Step 10** Choose the appropriate device as Boot Option 1.
- Step 11** Press **F4** to save changes and exit.
- The Main tab of the BIOS setup displays the device that you configured as Boot Option 1.
- 

## KVM Troubleshooting

- [Cannot Mount vMedia, page 13](#)
- [Cannot Launch vKVM—Error Message: Connection Failed, page 14](#)
- [Occasionally, KVM Does Not Launch, page 14](#)
- [Cannot Launch Broadcom FCOE Configuration, page 14](#)

## Cannot Mount vMedia

This problem can occur if you have not enabled virtual media. To resolve this problem, do the following from the CIMC GUI.

### Procedure

- 
- Step 1** In the Navigation pane, click the **Server** tab.
- Step 2** On the Server tab, click **Remote Presence**. The Remote Presence page appears.
- Step 3** Click the **Virtual Media** tab, and in the Virtual Media Properties area, check the **Enabled** check box.
- Step 4** If this does not solve the problem, do the following:
- a. Uncheck the **Enabled** checkbox, and then click **Save Changes**.
  - b. Check the **Enabled** checkbox, and then click **Save Changes**.
-

## Cannot Launch vKVM—Error Message: Connection Failed

If you try to launch vKVM through Proxy, you get a Connection Failed error message. To resolve this problem, disable Proxy.

## Occasionally, KVM Does Not Launch

To resolve this problem, do the following:

- 
- Step 1** Restart your browser, and try again.
  - Step 2** Make sure that the Java version that is installed is at least 6.0.
  - Step 3** If this does not resolve the problem, clear the Java cache. Depending on the operating system that is installed in your system, the location of the Java cache files varies:
    - Windows XP—C:\Documents and Settings\userid\Application Data\Sun\Java\Deployment\cache\6.0
    - Vista—C:\Users\userid\AppData\LocalLow\Sun\Java\Deployment\cache\6.0
    - GNU/Linux—/home/userid/.java/deployment/cache/6.0
- 

## Cannot Launch Broadcom FCOE Configuration

If Broadcom FCOE configuration does not launch when you press CTRL-S, reboot the E-Series Server and try again.

## Storage Troubleshooting

- [Error Message: LSI OpROM: Battery Status: Not Present, page 15](#)
- [Viewing Storage Event Logs, page 15](#)
- [Determining the Current Boot Drive, page 15](#)
- [Mouse and Keyboard Use in LSI WebBIOS Flaky, page 15](#)
- [When to Use LSI WebBIOS, page 15](#)
- [Show Inventory Command Output Displays Unknown xxx Error Message, page 16](#)
- [RAID Operation is Stuck, page 16](#)
- [No Drives Available to Configure RAID, page 16](#)
- [RAID Array Disappeared From the CIMC GUI, page 16](#)
- [Physical Drives Changed State to Unconfigured Good, page 17](#)
- [Cannot Access Secure Drives, page 17](#)
- [Cannot Reconfigure Drives, page 17](#)

## Error Message: LSI OpROM: Battery Status: Not Present

Ignore this message.

## Viewing Storage Event Logs

To view storage event logs, do the following from the CIMC GUI.

### Procedure

- 
- |               |  |
|---------------|--|
| <b>Step 1</b> | In the Navigation pane, click the <b>Admin</b> tab.                          |
| <b>Step 2</b> | On the Admin tab, click <b>CIMC Log</b> . The CIMC Log page appears.         |
| <b>Step 3</b> | In the Source column, look for the logs that begin with <b>BMC:storage</b> . |
- 

## Determining the Current Boot Drive

To determine which drive is bootable, do the following from the CIMC GUI.

### Procedure

- 
- |               |  |
|---------------|--|
| <b>Step 1</b> | In the <b>Navigation</b> pane, click the <b>Server</b> tab.  |
| <b>Step 2</b> | On the <b>Server</b> tab, click <b>Inventory</b> . The Inventory page appears.                                       |
| <b>Step 3</b> | Click the <b>Storage</b> tab.  |
| <b>Step 4</b> | Click the <b>Controller Info</b> tab.  |
| <b>Step 5</b> | In the <b>Settings</b> area, the current boot drive information is displayed in the <b>Current Boot Drive</b> field. |
- 

## Mouse and Keyboard Use in LSI WebBIOS Flaky

This is a known problem. To work around this problem, connect a physical mouse and keyboard.

## When to Use LSI WebBIOS

Use the LSI WebBIOS under the following conditions:

- When the LSI warning message appears at OPRM, which requires drive configuration.
- To configure RAID arrays with SED drives.
- To change or remove security keys and pass phrase for SED.
- To configure foreign SED drives.
- To clear RAID configuration before installing a new operating system.

## Show Inventory Command Output Displays Unknown xxx Error Message

Symptom—When you enter the **show inventory** command, the server is not recognized and you get the following error message:

```
Router> show inventory
NAME: "Unknown on Slot 4", DESCR: "Unknown"
PID: UCS-E140D-M1/K9 , VID: V00 , SN: FOC16161F5E
```

This problem occurs if you installed an unsupported version of Cisco IOS software. The supported Cisco IOS software version on E-Series Servers is 15.2(4)M and later versions. For details, see the “Verifying the Router, E-Series Server, and Cisco IOS Software Version Compatibility” section in the [Getting Started Guide for Cisco UCS E-Series Servers](#).

## RAID Operation is Stuck

Symptom—After the rebuild, reconstruction, and consistency checks trigger, the RAID operation does not proceed and remains at 0%, and the elapsed time displays 0 seconds.

This problem occurs because RAID operations rely on the memory of the host operating system to function properly. To resolve this problem, verify if the operating system has booted. If it has not booted, boot the operating system.

## No Drives Available to Configure RAID

Symptom—When you click **Create** to configure RAID, you notice that no drives are available in the **Select Drives** area.

To resolve this problem, make sure that the state of the drive is unconfigured good. See “Changing the Physical Drive State” section in the [GUI Configuration Guide for Cisco UCS E-Series Servers](#).

## RAID Array Disappeared From the CIMC GUI

Symptom—CIMC GUI does not show the RAID array that was originally present in the system.

This problem can occur if during bootup, at LSI OpROM, you concurrently entered wrong or empty pass phrase three times. Because of the “BIOS Continue on Error” feature, the booting process continues, but the drives cannot be accessed.

To resolve this problem, do the following:

1. Reboot the system, and then enter the correct pass phrase.
2. From LSI WebBIOS, configure the new pass phrase or remove security.



## Physical Drives Changed State to Unconfigured Good

This problem can occur if during bootup, at LSI OpROM, you concurrently entered wrong or empty pass phrase three times. Because of the “BIOS Continue on Error” feature, the booting process continues, but the drives cannot be accessed.

To resolve this problem, do the following:

1. Reboot the system, and then enter the correct pass phrase.
2. From LSI WebBIOS, configure the new pass phrase or remove security.

## Cannot Access Secure Drives

This problem can occur if during bootup, at LSI OpROM, you concurrently entered wrong or empty pass phrase three times. Because of the “BIOS Continue on Error” feature, the booting process continues, but the drives cannot be accessed.

To resolve this problem, do the following:

1. Reboot the system, and then enter the correct pass phrase.
2. From LSI WebBIOS, configure the new pass phrase or remove security.

## Cannot Reconfigure Drives

This problem can occur if during bootup, at LSI OpROM, you concurrently entered wrong or empty pass phrase three times. Because of the “BIOS Continue on Error” feature, the booting process continues, but the drives cannot be accessed.

To resolve this problem, do the following:

1. Reboot the system, and then enter the correct pass phrase.
2. From LSI WebBIOS, configure the new pass phrase or remove security.

## SNMP Troubleshooting

- [SNMP Does Not Respond, page 18](#)
- [SNMP Not Sending Traps, page 18](#)

## SNMP Does Not Respond

To resolve this problem, do the following from the CIMC GUI.

### Procedure

- 
- Step 1** In the **Navigation** pane, click the **Admin** tab.
  - Step 2** On the **Admin** tab, click **Communication Services**. The Communication Services page appears.
  - Step 3** Click the **SNMP** tab.
  - Step 4** In the SNMP Properties area, make sure that the **SNMP Enabled** checkbox is checked.
- 

## SNMP Not Sending Traps

To resolve this problem, do the following:

- 
- Step 1** Make sure you have enabled SNMP. See [SNMP Does Not Respond](#), page 18.
  - Step 2** Configure SNMP Trap Settings. See the “Configuring SNMP Trap Settings” section in the [GUI Configuration Guide for Cisco UCS E-Series Servers](#).
- 

## Diagnostics Troubleshooting

- [Show Diag Command Displays Unknown Port Adapter Error Message](#), page 18

### Show Diag Command Displays Unknown Port Adapter Error Message

Symptom—When you enter the **show diag** command, the server is not recognized and you get the following error message:

```
Router> show diag
Unknown (type 1889) Port adapter
Port adapter is disabled
Product (FRU) Number      : UCS-E140D-M1/K9
```

This problem occurs if you installed an unsupported version of Cisco IOS software. The supported Cisco IOS software version on E-Series Servers is 15.2(4)M and later versions. For details, see the “Verifying the Router, E-Series Server, and Cisco IOS Software Version Compatibility” section in the [Getting Started Guide for Cisco UCS E-Series Servers](#).

# Collecting Technical Support Data

You can use the CIMC GUI or the CIMC CLI to collect technical support data. Perform this task when requested by the Cisco Technical Assistance Center (TAC). This utility creates a summary report containing configuration information, logs and diagnostic data that will help TAC in troubleshooting and resolving a technical issue.

- [Collecting Technical Support Data Using the CIMC GUI, page 19](#)
- [Collecting Technical Support Data Using the CIMC CLI, page 19](#)

## Collecting Technical Support Data Using the CIMC GUI

To collect technical support data, do the following from the CIMC GUI:

### Procedure

- Step 1** In the **Navigation** pane, click the **Admin** tab.
- Step 2** On the **Admin** tab, click **Utilities**.
- Step 3** In the **Actions** area of the **Utilities** pane, click **Export Technical Support Data**.
- Step 4** In the **Export Technical Support Data** dialog box, click the **Export to a local file** or the **Export to TFTP server** radio button as appropriate.
- Step 5** Click **Export**.



**Note** Technical support data collection takes a minimum of 3 minutes.

- Step 6** Provide the generated report file to Cisco TAC.

## Collecting Technical Support Data Using the CIMC CLI

From the CIMC CLI, enter the following commands:

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

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