# **Generate CSM Diagnostic Files from GUI**

## Contents

Introduction Prerequisites Requirements Components Used Procedure to Generate CSM Diagnostic Files General Diagnostic Files Generate General Diagnostic Files Light Diagnostic Files Generate Light Diagnostic Files Video

### Introduction

This document describes how to generate diagnostic files for the Cisco Security Manager (CSM) from GUI.

## Prerequisites

#### Requirements

Cisco recommends that you have knowledge of these topics:

Cisco Security Manager (CSM)

#### **Components Used**

This document is not restricted to specific software and hardware versions.

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, ensure that you understand the potential impact of any command.

## **Procedure to Generate CSM Diagnostic Files**

The Diagnostic FIles are system configuration information of the CSM. These files are collected to assist Cisco TAC to diagnose any problem with the CSM.

There are two types of Diagnostic Files that can be generated in CSM, the general diagnostic and the light diagnostic files.

#### **General Diagnostic Files**

The general diagnostics file (CSMDiagnostics.zip) contains these files and information:

- Configuration files
- Apache configuration and log files
- Tomcat configuration and log files
- Installation, audit, and operation log files
- The CiscoWorks Common Services Registry subtree ([HKEY\_LOCAL\_MACHINE][SOFTWARE][Cisco][MDC])
- Windows System Event and Application Event log files
- Host environment information (OS version and installed service packs, amount of RAM, disk space on all volumes, computer name, and virtual memory size)

### **Generate General Diagnostic Files**

1) From the CSM Configuration Manager, go to **Tools > Security Manager Diagnostics > General Diagnostics** and click on it:

File Edit View Policy Map	Manage	Too	ols Tickets Launch Help													No Open Tickets	alada
📙 Device 🔯 Map 🗊 Policy 🖾 Pol	licy Bundle		Device Properties	P	2	¥		2	1	1	E	6	-		1	Search All Categories	cisco.
Devices 🛉 🗑	Device:	P	Detect Out Of Band Changes Packet Capture Wizard			_	-	Polic	:y: -	no de	evic	e sele	ecte	ed -	Ē		
Filter : none 🗸			Ping, TraceRoute and NSLookup														
Department		٢	IP Intelligence														
- 2 Location		Æ	Wall														
			Show Containment														
			Inventory Status														
			Catalyst Summary Info														
			Apply IPS Update														
		đ	Preview Configuration														
			Backup														
			Security Manager Diagnostics	Ger	neral D	iagno	stics										
Policies		23	Security Manager Administration	Lig	ht Diag	gnost	ics										
- no device selected -									_								
								**									

CSM Configuration Manager

#### 2) Click **OK** when this dialogue box pops up:

Security Manager Diagnostics	C
Click OK to generate a zip file that contains diagnostic information. Click Cancel to close this dialog window.	
OK Cancel	

3) The dialogue window shows the status of the General Diagnostic file generation:

Security Manager Diagnostics	x	
Click OK to generate a zip file that contains diagnostic information. Click Cancel to close this dialog window.		
Generating diagnostic file Processing		
OK Cancel		

Generation - 2

4) Once the generation is complete, the dialogue box shows the file name and the directory on the Windows Server where the file is located:

Security Manager Diagnostics	C
Diagnostic file <b>CSMDiagnostics.zip</b> is generated in the directory C:\PROGRA~2\CSCOpx\MDC\etc on the server 10.122.111.227.	
Close	

Generation - 3

5) Navigate to locate the file in the directory:

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	📄 vma-90	Iday-unlimited-eval.lic	11/4/2020 7:39 PM	LIC File	2 KB	
8 items   1 item selected	58.3 MB					

#### File Location

### **Light Diagnostic Files**

The light diagnostics file **(CSMDiagnostics\_light.zip)** contains a subset of the general diagnostics file (CSMDiagnostics.zip), hence it is smaller and generated faster.

#### **Generate Light Diagnostic Files**

1) From the CSM Configuration Manager, go to **Tools > Security Manager Diagnostics > Light Diagnostics** and click on it:

File Edit View Policy Map Manage	e Tools Tickets Launch Help No Open Tickets	ılı.
Device Map 🗊 Policy 🖾 Policy Bundle	de Device Properties Detect Out Of Band Changes e: Policy: - no device selected - Policy: - no device selected -	:0
Filter : none v Department Location Al	Ping, TraceRoute and NSLookup       Ping, TraceRoute and NSLookup       IP Intelligence       Wall       Show Containment       Inventory Status       Catalyst Summary Info       Apply IPS Update       Preview Configuration       Backup	
Policies  ••• • no device selected -	Security Manager Diagnostics  General Diagnostics Light Diagnostics	

CSM Configuration Manager

2) Click **OK** when this dialogue box pops up:

,	Security Manager Diagnostics	
	Click OK to generate Light Diagnostic files. Click Cancel to dose this dialog window.	
	OK Cancel	CSM Light Diagnostic File
G	Generation - 1	

3) The dialogue window shows the status of the Light Diagnostic file generation:

Security Manager Diagnostics	×
Click OK to generate Light Diagnostic files. Click Cancel to dose this dialog window.	1
Generating diagnostic file Processing	
OK Cancel	1
	CSM Light Diagnosti

Generation - 2

4) Once the generation is complete, the dialogue box shows the file name and the directory on the Windows Server where the file is located:

_	Security Manager Diagnostics	
	Diagnostic file <b>CSMDiagnostics_light.zip</b> is generated in the directory C:\PROGRA~2\CSCOpx\MDC\etc on the server 10.122.111.227.	
	Close	CSM Light Diagnostic File
Ge	eneration - 3	

5) Navigate to locate the file in the directory:

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File Home Shar	e View Extract		~ <b>(</b> )
🕣 💿 👻 🕈 🕌 e 🖡	Program Files (x86) > CSCDpx > MDC + etc	v 🖒 Search etc	, Q
🔆 Favorites	Name	Date modified Type	Size
Desktop	CSMDiagnostics_light	10/24/2022 11:43 Compressed (ripp	401 KB
📔 Downloads	CSMDiagnostics	10/24/2022 11:21 Compressed (zipp	59,789 KB
Recent places	🖃 regdaemon	9/2/2022 5:00 AM XML Document	50 KB
	regdaemon.xml.bak	8/31/2022 3:30 PM BAK File	49 KB
🐏 This PC	-	11/4/2020 7:39 PM Icon	6 KB
	coreframes	11/4/2020 7:39 PM XML Document	15 KB
👽 Network	📑 nosframes	11/4/2020 7:39 PM XML Document	7 KB
	regdaemon.key	11/4/2020 7:39 PM KEY File	1 KB
	vms-90day-unlimited-eval.lic	11/4/2020 7:39 PM LIC File	2 KB
9 items 1 item selected	400 KB		

### Video

This vdeo demonstrates the CSM diagnostic file generation process: