Troubleshooting

This chapter includes the following sections:

Enabling the Debug Log Level

Step 1   Log in to the vRealize Operations Manager web page using https://<vROps_IP>/.

Step 2   For the release version vROps 8.6 and later, navigate to **Administration** > **Support Logs**.

> **Note**   For the release version vROps 8.5 and earlier, navigate to **Administration** > **Support**.

Step 3   Click the **Logs** tab, and select **Group by as Log Type**.

Step 4   Expand **COLLECTOR** and select the node.

Step 5   Click the **Edit Properties** icon.

You can change the root logger level from the new window.

Creating a Support Bundle

Step 1   Log in to the vRealize Operations Manager web page using https://<vROps_IP>/.

Step 2   For the release version vROps 8.6 and later, navigate to **Administration** > **Support Bundles**.

> **Note**   For the release version vROps 8.5 and earlier, navigate to **Administration** > **Support**.

Step 3   Click the **Support Bundles** tab.

Step 4   For the release version vROps 8.6 and later, click on **ADD** button.

> **Note**   For the release version vROps 8.5 and earlier, click the **Create Support Bundle** icon.

Step 5 Select the option for the **Full support bundle**, and all the nodes from which data is collected for UCS Manager adapter instances.