从GUI生成CSM诊断文件

目录

<u>简介</u> <u>先决条件</u> <u>要求</u> <u>使用的组件</u> <u>生成CSM诊断文件的过程</u> <u>常规诊断文件</u> <u>生成常规诊断文件</u> <u>指示灯诊断文件</u> <u>生成灯光诊断文件</u> 视频

简介

本文档介绍如何从GUI生成思科安全管理器(CSM)的诊断文件。

先决条件

要求

Cisco 建议您了解以下主题:

• 思科安全管理器(CSM)

使用的组件

本文档不限于特定的软件和硬件版本。

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原 始(默认)配置。如果您的网络处于活动状态,请确保您了解所有命令的潜在影响。

生成CSM诊断文件的过程

诊断文件是CSM的系统配置信息。收集这些文件以帮助Cisco TAC诊断CSM的任何问题。

在CSM中可以生成两种类型的诊断文件:常规诊断和轻型诊断文件。

常规诊断文件

常规诊断文件(CSMDiagnostics.zip)包含以下文件和信息:

• 配置文件

- Apache配置和日志文件
- Tomcat配置和日志文件
- 安装、审核和操作日志文件
- CiscoWorks公共服务注册表子树([HKEY_LOCAL_MACHINE][SOFTWARE][Cisco][MDC])
- Windows系统事件和应用事件日志文件
- 主机环境信息(操作系统版本和已安装的服务包、RAM大小、所有卷上的磁盘空间、计算机名称和虚拟内存大小)

生成常规诊断文件

1)从CSM Configuration Manager,转到**Tools > Security Manager Diagnostics > General Diagnostics**,然后单击:

File Edit View Policy Map N	/lanage cy Bundle	Device Properties Image: Construction of the sector o
Devices	Device:	Detect Out Of Band Changes Policy: - no device selected - Packet Capture Wizard Ping, TraceRoute and NSLookup IP Intelligence Wall Show Containment Inventory Status Inventory Status Catalyst Summary Info Apply IPS Update Preview Configuration Preview Configuration Preview Configuration
Policies - no device selected -		Security Manager Diagnostics General Diagnostics General Diagnostics Light Diagnostics

CSM配置管理器

2)弹出此对话框时,单击OK:



3)对话框窗口显示常规诊断文件生成的状态:

	Security Manage	er Diagnostics	x	
Click OK Click Can Generati	to generate a zip file that co cel to close this dialog windo ng diagnostic file	ontains diagnostic information. ow. rocessing		
	OK	Cancel		○○Ⅲ带却诊断文件十式

4)生成完成后,对话框将显示文件名和文件所在的Windows Server上的目录:

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

CSM常规诊断文件生成 — 3

5)导航到目录中查找文件:

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literos 1 itero selected	SR 3 MR		

■CSM常规诊断文件位置

指示灯诊断文件

轻度诊断文件(CSMDiagnostics_light.zip)包含常规诊断文件(CSMDiagnostics.zip)的子集,因此其更小且生成更快。

生成灯光诊断文件

1)从CSM Configuration Manager,转到**Tools > Security Manager Diagnostics > Light Diagnostics**,然后单击:

File Edit View Policy Map N	lanage	Тоо	ls Tickets Launch Help												No Open Tickets		ababa
📙 Device 🔀 Map 🗊 Policy 🖾 Polic	cy Bundle	-	Device Properties Detect Out Of Band Changes		ì 🖻	¥		đ	R	6	£	6	-	6	Search All Catego	ories	CISCO
Devices 💠 🙀	Device:		Packet Capture Wizard					Polic	cy: -	no de	evic	e sele	ected	-			
Filter : none 🗸			Ping, TraceRoute and NSLookup														
		٢	IP Intelligence														
Location		¥	Wall														
			Show Containment														
			Inventory Status														
		2	Catalyst Summary Info														
			Apply IPS Update														
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Policies		23	Security Manager Administration	Lig	ght Dia	gnost	ics										
• no device selected -																	
		-				-			-		-		-				

CSM配置管理器

2)弹出此对话框时,单击**OK**:

Security Manager Diagnostics	x	
Click OK to generate Light Diagnostic files. Click Cancel to dose this dialog window.		
OK Cancel		CSM轻型诊断文件生成—

3)对话框窗口显示Light Diagnostic文件生成的状态:

Security Manager Diagnostics	×
Click OK to generate Light Diagnostic files. Click Cancel to close this dialog window.	1
Generating diagnostic file Processing.	
OK Cancel	1
	CSM轻型诊断文件生

4)生成完成后,对话框将显示文件名和文件所在的Windows Server上的目录:

Security Manager Diagnostics	
Diagnostic file CSMDiagnostics_light.zip is generated in the directory C:\PROGRA~2\CSCOpx\MDC\etc on the server 10.122.111.227.	
Close	COM453 TH

____CSM轻型诊断文件生成 — 3

5)导航到目录中查找文件:

File Home Share View Extract Search etc Image: Share Program Files (x86) > CSCOpx > MDC > etc Image: Share Search etc Image: Share Name Date modified Type Size Image: Share Image: Share Image: Share Image: Share Size Image: Share Image: Share Image: Share Image: Share Size Image: Share Image: Share Image: Share Image: Share Size Image: Share Shar
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视频

此视频演示CSM诊断文件生成过程:

关于此翻译

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