

# Collect Intersight Managed Mode Device Log Bundle in Device Console

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## Introduction

This document describes how to collect logs from device console in Intersight Managed Mode (IMM) in case the device can not be accessed from IMM.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### 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.

## Background Information

There are some cases where a component such as a Fabric Interconnect (FI), Fabric Extender, Chassis, or Server disconnect from Intersight resulting in the inability for Cisco TAC to pull logs through Intersight or manually via the Intersight GUI. In those cases, logs are still necessary for troubleshooting, and there is another way to collect them which is through Device Console.

## Solution

First you need to locate the IP address of one of the Fabric Interconnects in the domain. This can be located under the **Fabric Interconnect** (1) tab in IMM under the **Management IP** address Column (2).

The screenshot shows the Cisco Intersight interface for Fabric Interconnects. On the left sidebar, the 'Fabric Interconnects' menu item is highlighted with a red box and a '1'. The main content area shows a summary of 52 items with filters for Health, Connection, Contract Status, and Bundle Version. Below this is a table with columns: Name, Health, Contract Status, Management IP, and Model. The 'Management IP' column is highlighted with a red box and a '2'.

Name	Health	Contract Status	Management IP	Model
5-IMM-6536 FI-A	Healthy	Not Covered	5.200	UCS-FI-6536
5-IMM-6536 FI-B	Healthy	Not Covered	5.201	UCS-FI-6536
2-IMM-6536 FI-A	Critical	Not Covered	3.200	UCS-FI-6536
2-IMM-6536 FI-B	Critical	Not Covered	3.201	UCS-FI-6536

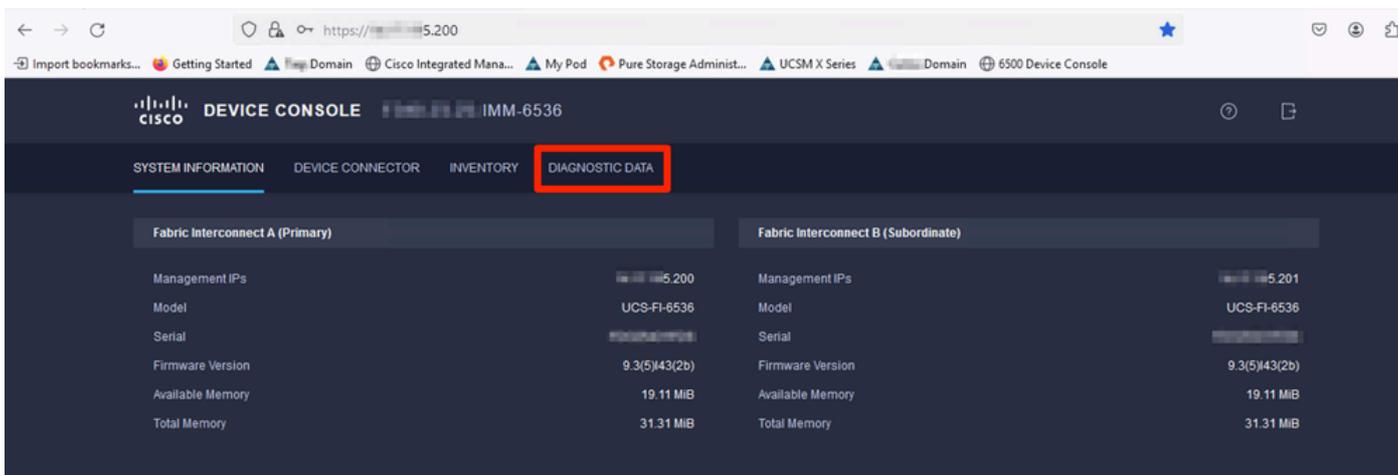
Location of Fabric Interconnects and Management IP addresses within IMM

After locating the FI IP address, connect to Device Console of the FI by entering **https://fi-ip-address** (Ensure to replace fi-ip-address with the IP address you found in IMM) and log in.

The screenshot shows the Cisco Device Console login page. The browser address bar shows the URL `https://[redacted].5.200`. The page title is 'DEVICE CONSOLE'. The main content area features a 'Sign In' form with fields for 'Username' and 'Password', and a 'Sign In' button. The Cisco logo is visible at the top center of the page.

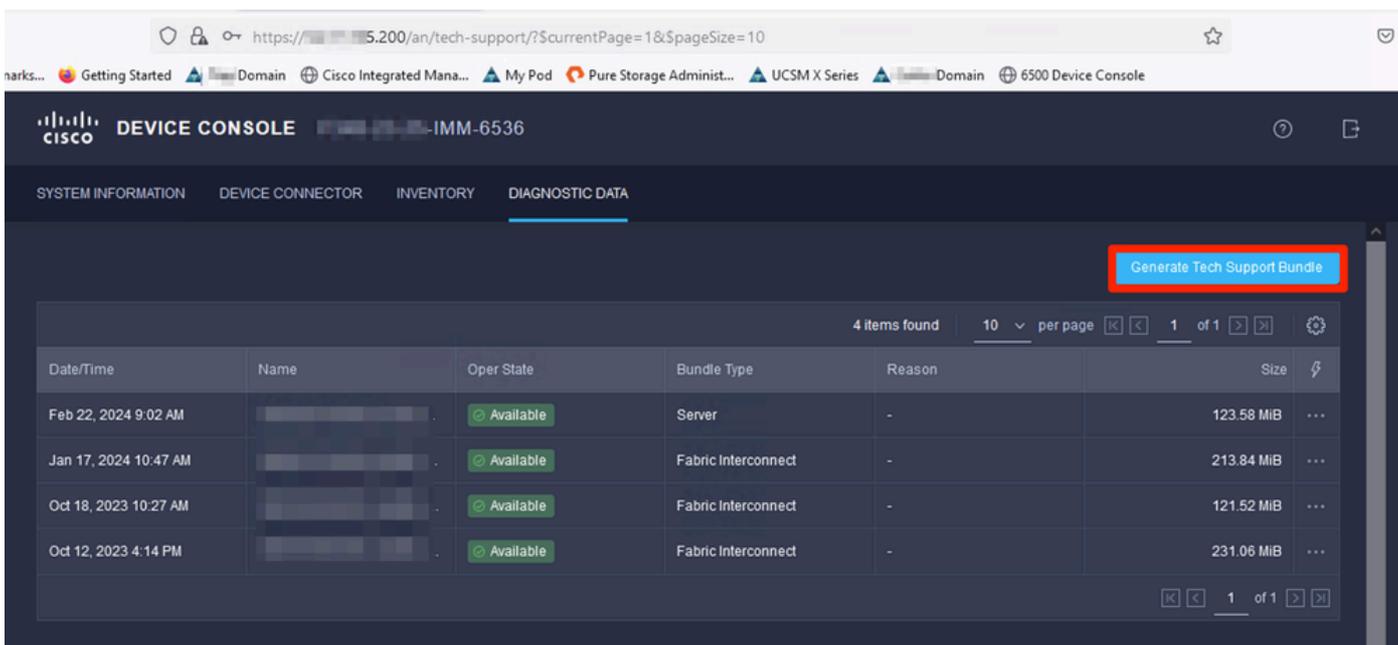
*Device Console Landing page*

Once you are logged in, you see this page. Click on **Diagnostic Data**.



*Device Console Landing Page/Diagnostic Data*

From the Diagnostic Data tab, click **Generate Tech Support Bundle**.



*Generate Tech Support Bundle*

This brings up a prompt where you select which device to collect logs for. After selecting the desired device, click **Generate**.



*Download logs*

The logs can now be uploaded to the TAC SR.

## **Conclusion**

Utilizing the information above, you now know how to collect logs in the event your devices cannot communicate with Intersight.

## **Notes**

Additional methods of collecting logs in IMM is found here:

[Collect Intersight Managed UCS Tech Support Bundles Manually](#)

Log bundle collection for UCSM and CIMC is here:

[Collect UCS Tech Support Files - B, C, and S Series](#)