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Introduction

This document explains how to collect a suport report from a Cisco Video Surveillance Server (VSM) 7.x

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the Cisco Video Surveillance Server 7.x

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, make sure that you understand the potential impact of any command.

Generate a Support Report from a Cisco Video Surveillance Server

Support reports contain detailed information about the server for use in troubleshooting and system analysis. These reports are used by your support representative and should be generated only when requested

The support report can be generated either using the CLI or the GUI of the VSM server

Using the GUI

Step 1. Login to the Video Surveillance Server's management console page using - https://<VSM ServerIP>/vsmc/



Alternatively on a Video Surveillance Operations Manager server login to the server and under the Opeartions Tab select 'Management Console' . This will open up the Management Console for the server where you can login with the 'localadmin' account.

Step 2. Select Support Report

Step 3. Click New

Step 4. If you are troubleshooting issues involving server crashes click on Include Core Files . If not leave the option unchecked

Step 5. Click Generate Report to create a new support report

Vitration 7.7.1 Costadame System Administration Monitor Video						
System Administration	Support Report					
C Server Settings System Settings Server Lograde ELog Level W Manage Drivers C Backup & Restore	Manage Support Report Files Contact Claco Support for instructions to submit the information can be found at: http://www.cisco.com/en/US/support/ted_cisco_we	<pre>sport Report Files so Support for instructions to submit the support report. If you need to open a support request with Cisco TAC, world wide support contact an be found at: seco.com/en/US/support/ted_cisco_worldwide_contacts.html</pre>				
Active Users	Name	Date Time Create a new support report Include core files:	Sce			
Hataoy Audit Lops	Support Report Status	Generate Report Cancel	New			

Step 6. Wait for the report to be generated

Step 7. Select the report and click Download

System Administration	Support Report			
J27 Server Administration Server Settings Server Lipgrade ■ Log Level ¥ Manage Drivers © Bickup & Kentore	Manage Support Report Files Contact Cisco Support for instructions to submit the support report. If you need to open a support request with Cisco TAC, world wide support contact information can be found at <u>Http://www.cisco.com/en/Ufd/upportfad_cisco_worldwide_contacts.html</u>			
2 Active Users	Name	Date Time	Sice	
Troubleshooting	😥 support-report_claco_2016-09-25_18-55-07.2p	09050016 08 56 21 PM	43.66 Mb	
Hardware Status Support Report Media Server Centors Recordings				
Streams			New Devertoed Delete	
Jobs Audit Logs	Support Report Status			
	SUPPORT REPORT -		^	

Using the CLI

In many cases the GUI of the server may not be accessible , in such cases the support report can be generated using the CLI

Step 1. Establish a secure shell (SSH) session to the Cisco Video Surveillance server using an application such as putty, and authenticate with the localadmin account

Step 2. Run the command sudo su - to change to super user mode



Step 3. Run the command support-report and wait for the report to be generated

```
[root@cisco ~]# support-report
Generating report...
Building system configuration...
Collecting Storage Monitoring Data...
/usr/BWhttpd/bin/reposdbtestclient: error while loading sha
1.so.1.0.0: cannot open shared object file: No such file or
Checking for database server ... Running.
Checking for VSOM database server ... Running.
Checking for VSOM database server ... Running.
Checking for VSOM database server ... Running.
ERROR 1049 (42000): Unknown database 'vsf'
done!
Building package list...done!
Building process list...done!
Reading open files... done!
Copying hardware profile...done!
Copying system logs...Done!
Copying VS logs...
File to convert deviceUID :/usr/BWhttpd/logs/ims.log:
Copving device-uid name mapped ims log ...
```

Step 4. Establish a Secure File Transfer Protocol (SFTP) session to the server using an application such as WinSCP, and authenticate with the localadmin account

Login - WinSCP		
New Site	Session Eile protocol: SFTP Host name: 10.88.86.52	Po <u>r</u> t number:
	User name: Pa localadmin •	assword:
	Save V	A <u>d</u> vanced ▼

Step 5. Navigate to the /usr/BWhttpd/root/htdocs/download/ folder on the server

Step 6. Drag and drop the file from the server onto the desired location on your workstation



Related Information

If the logs were requested by a Cisco TAC Engineer , they can be uploaded to the TAC case using one of the methods outlined in the below document

http://www.cisco.com/c/en/us/about/security-center/tac-customer-file-uploads.html

Here is a link to a video explaining how to capture the support report using the GUI

https://www.youtube.com/watch?v=oDSAZjUzalc