

Cisco Enterprise Network Functions Virtualization Tech-Support Generation

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Introduction

This document describes how to collect tech-support files from the Network Functions Virtualization Infrastructure Software (NFVIS) and Enterprise Network Compute System (ENCS) through both GUI and CLI.

Tech-support files contain configuration information, logs and diagnostic data that will help TAC in troubleshooting and resolving a technical issue.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

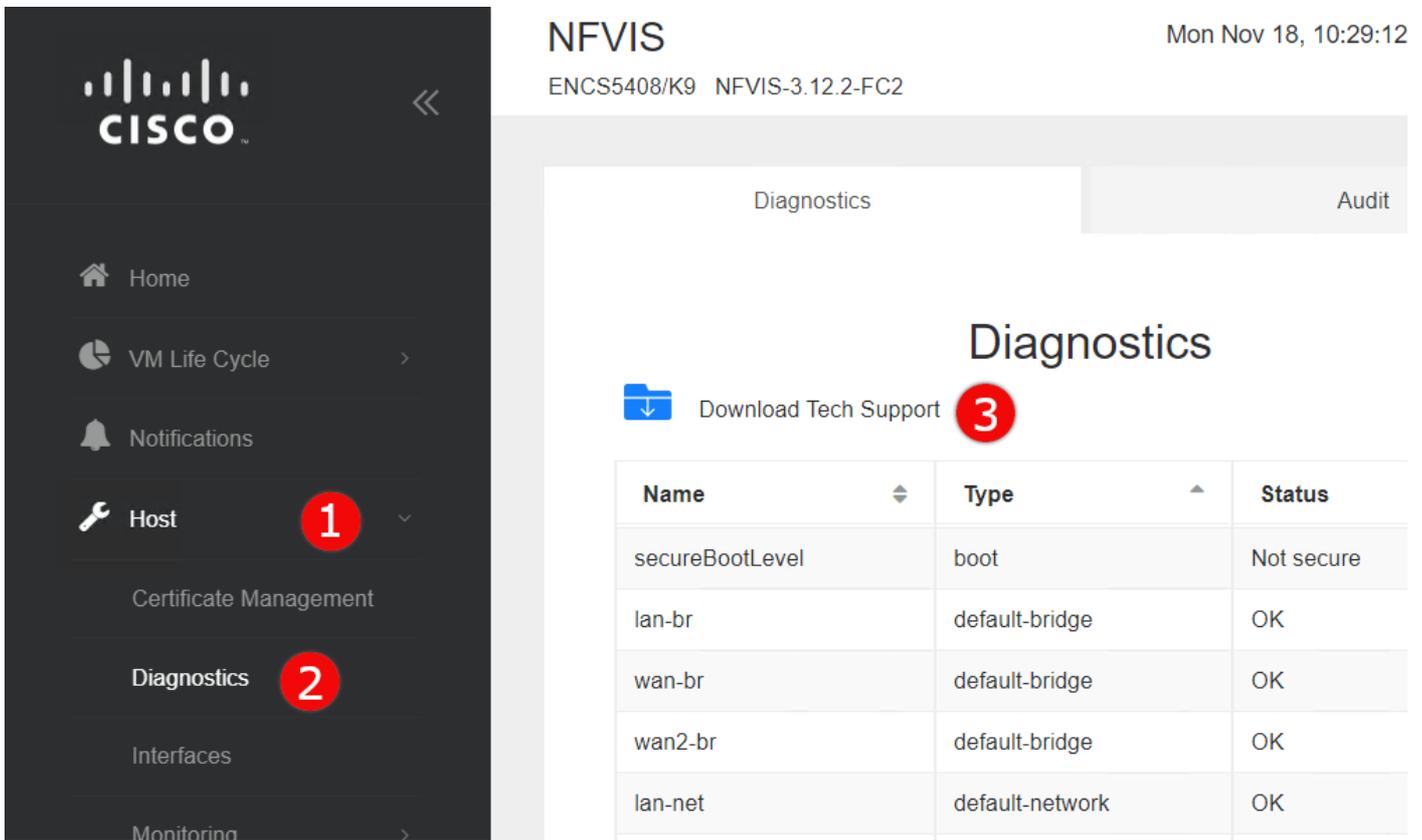
The information in this document is based on Cisco Enterprise NFVIS 3.7.1 or newer.

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.

NFVIS Tech-Support Bundle: WebUI Method

In the new releases of NFVIS you can download the logs as shown here.

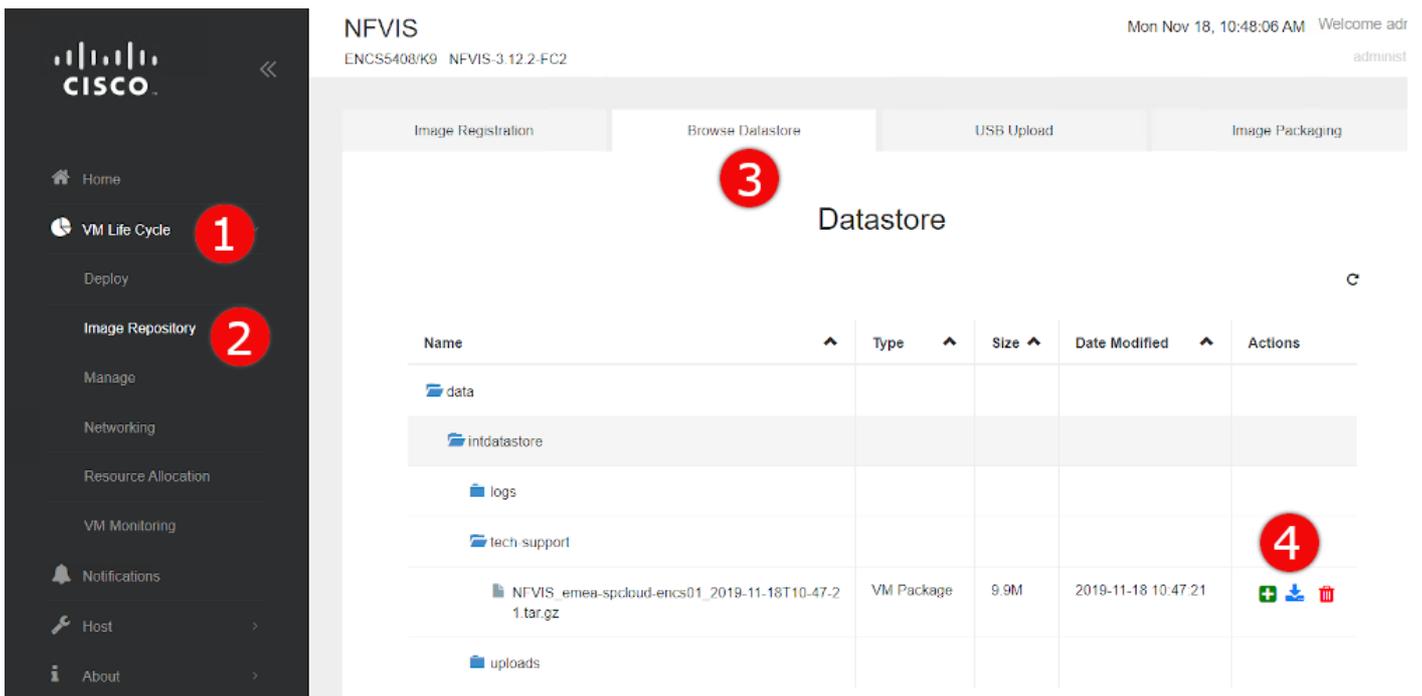
Step 1. Log in to NFVIS and browse to **Diagnostics (2)** under **Host (1)** as shown in the image.



Step 2. Click on **Download Tech Support (3)**. After a few minutes of wait, a popup will appear that will ask you where to save the file.

Download Pre-Generated Tech-Support:

If you need to redownload the previously generated tech-support file, browse to **Image Repository (2)** under the Virtual Machine (VM) Lifecycle (1). Select **Browse Datastore (3)**. You can find previously generated tech-supports in **tech-support** directory of **intdatastore**. Click on the **blue arrow icon (4)** in order to download the file as shown in the image.



NFVIS Tech-Support Bundle: CLI Method

In order to generate tech-support, connect to NFVIS with Secure Shell (SSH) client of your choice.

Command or Action	Purpose
Step 1 nfvis# tech-support	Starts NFVIS tech-support collection
Step 2 nfvis# show system file-list disk local path /data/intdatastore/tech-support	Displays all existing tech-support files
Step 3 nfvis# system file-copy source source-path destination target-path	(Optional) Move file to another directory T i If you run NFVIS 3.9.1 or lower , secure copy can be performed to/from 'intdatastore:', 'extdatastore1:', 'extdatastore2:', 'usb:' and 'nfs:'. p In NFVIS 3.9.1 and newer secure copy can also be performed from 'logs:' and 'techsupport:'.
Step 4 nfvis# scp path:file user@host:path	Transfers the file to the remote SCP server

Note: You can also download the file from the NFVIS with Secure Copy Protocol (SCP) client. You need to allow incoming SCP connections to NFVIS first. For more details, see [Cisco Enterprise Network Function Virtualization Infrastructure Software Configuration Guide](#).

This is an example of how to create a technical support file and transfer the file to an SCP server:

```
encs01# tech-support

encs01# show system file-list disk local path /data/intdatastore/tech-support
SI NO NAME PATH SIZE TYPE DATE MODIFIED
-----
-----
388 NFVIS_encs01_2018-12-28T08-32-47.tar.gz /data/intdatastore/tech-support 737K VM Package
2018-12-28 08:32:47

encs01# scp techsupport:NFVIS_encs01_2018-12-28T08-42-35.tar.gz root@192.168.0.1:/tmp
root@192.168.0.1's password:
NFVIS_encs01_2018-12-28T08-42-35.tar.gz
encs01#
```

Copy NFVIS Tech-Support Bundle to a USB Drive:

The USB drive must be formatted with FAT32 or exFAT file system prior to connected to NFVIS.

1. Mount the USB drive:

```
BXB5406-NFVIS(config)# system usb-mount mount ACTIVE
BXB5406-NFVIS(config)# commit
Commit complete.
BXB5406-NFVIS(config)# end
```

2. Generate the tech-support bundle with the "tech-support" command. BXB5406-NFVIS# **tech-support**

3. Get the name of the tech-support file:

```
BXB5406-NFVIS# show system file-list disk local path /data/intdatastore/tech-support system
file-list disk local 1
```

```
name          NFBVIS_BXB5406-NFBVIS-401_2020-01-21T15-53-23.tar.gz
path          /data/intdatastore/tech-support
size         21K
type         "VM Package"
date-modified "2020-01-21 15:53:23"
```

4. Copy the file to the USB drive using the SCP command:

```
BXB5406-NFVIS# scp techsupport:NFBVIS_BXB5406-NFBVIS_2020-01-21T15-53-23.tar.gz
usb:usb3/BXB5406-NFBVIS_2020-01-21T15-53-23.tar.gz
```

5. Confirm the tech-support file is now on the USB drive:

```
BXB5406-NFVIS # show system file-list disk usb name
```

```
SI NO  NAME
```

```
-----
1      WPSettings.dat
2      IndexerVolumeGuid
3      Cisco_NFBVIS_BRANCH_Upgrade-3.12.3-RC4.nfbvispkg
4      Logs-for-pahayes.zip
5      NFBVIS_BXB5406-NFBVIS_2020-01-21T15-53-23.tar.gz
```

6. Un-mount the USB drive and remove it

```
BXB5406-NFVIS (config)# no system usb-mount mount ACTIVE
BXB5406-NFVIS (config)# commit
Commit complete.
BXB5406-NFVIS (config)# end
```

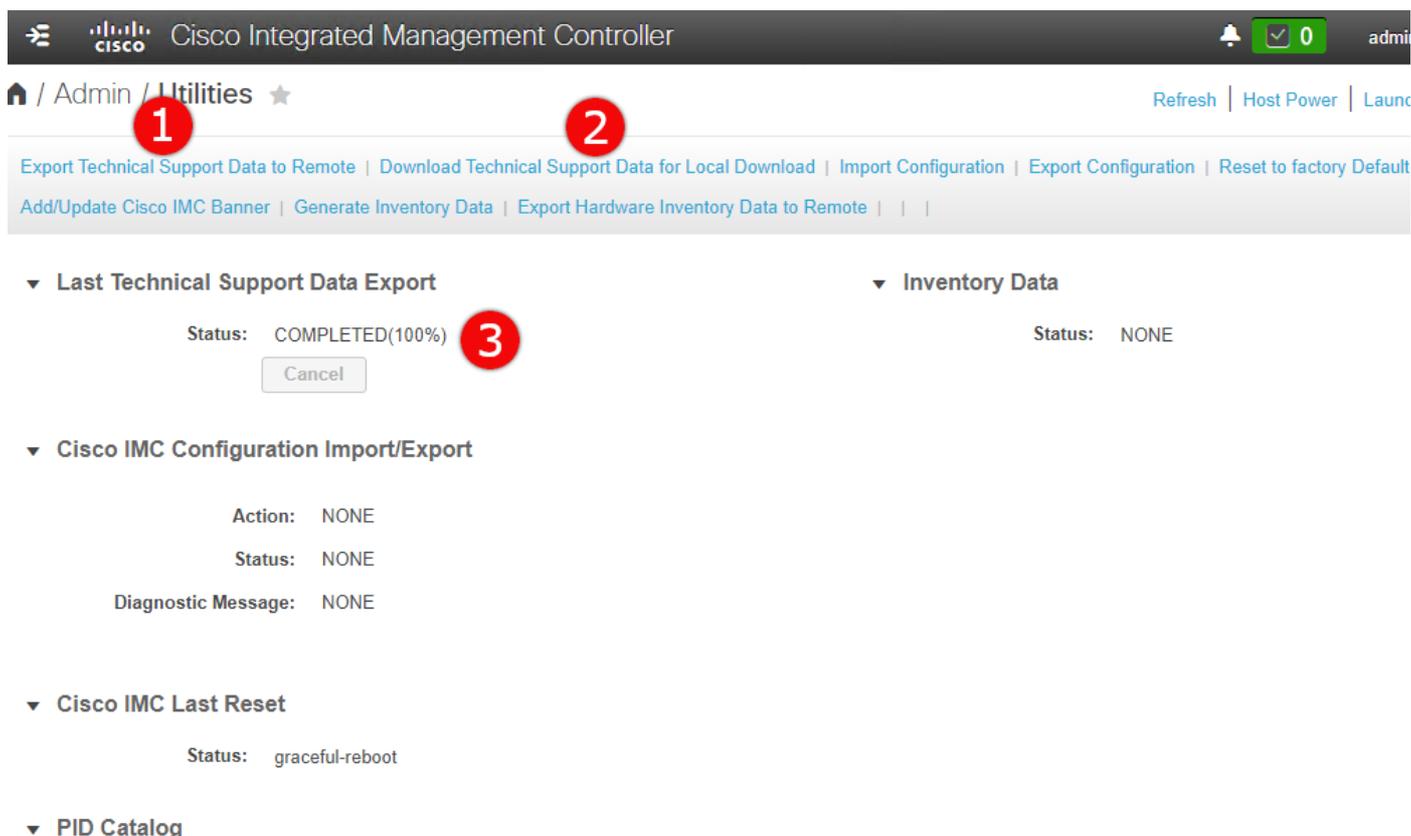
CIMC Tech-Support Bundle: WebUI Method

This method is applicable to Cisco UCS-E Series, UCS-C Series, Cisco Cloud Services Platform (CSP) and ENCS (except ENCS 5104).

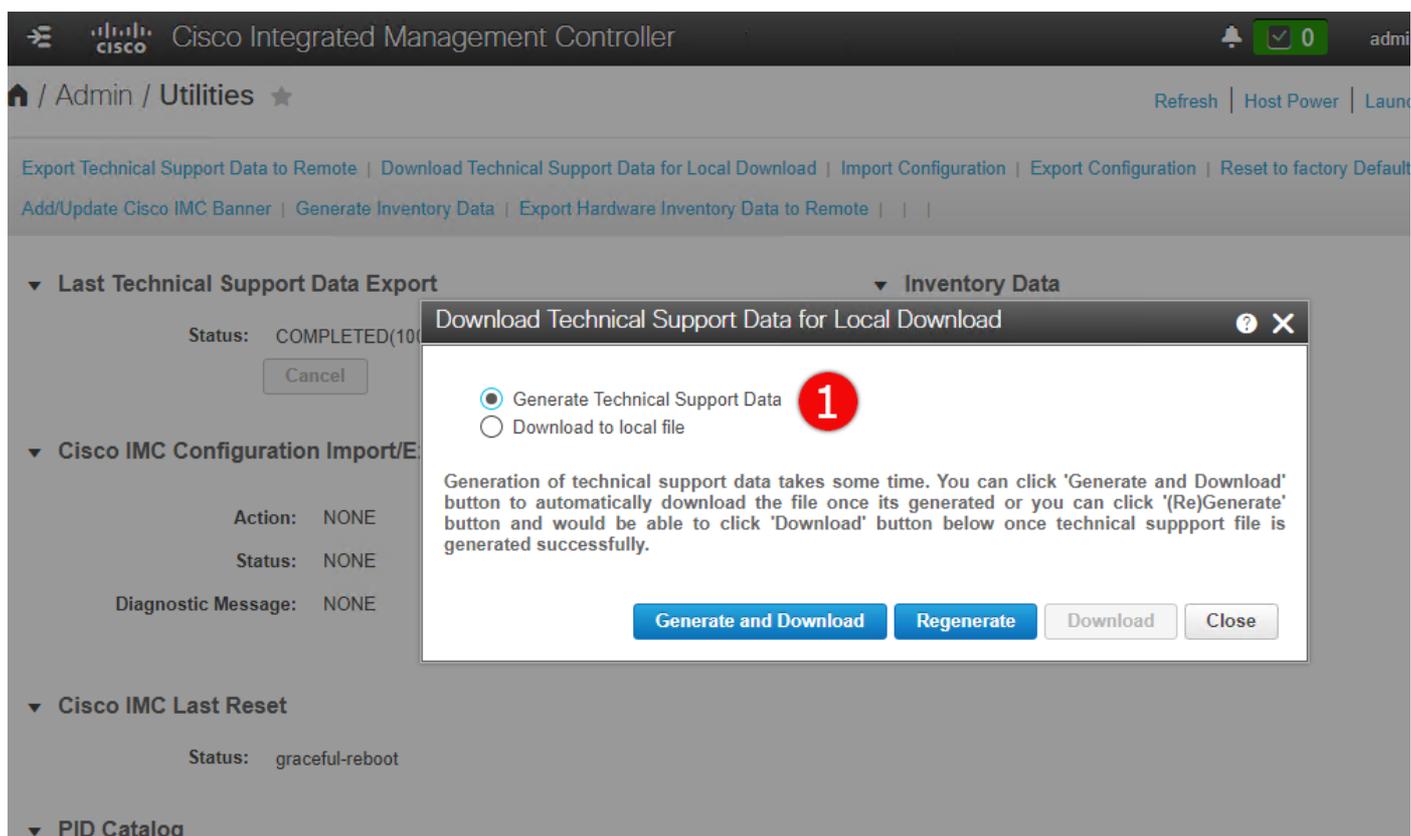
Step 1. Log in to CIMC, open **left side menu (1)** and browse to **Utilities (3)** under **Admin (2)**.

The screenshot displays the Cisco Integrated Management Controller (CIMC) web interface. The left sidebar (1) contains a menu with 'Admin' (2) and 'Utilities' (3) highlighted. The main content area shows the 'Chassis / Summary' page. The 'Server Properties' section includes fields for Product Name (ENCS), Serial Number, PID (ENCS5408/K9), UUID (0081C437-695A-0000-EC48-5D5B6D53BBED), BIOS Version (ENCS54_2.9), Description, and Asset Tag (Unknown). The 'Cisco Integrated Mana' section shows Hostname (cimc-), IP Address, MAC Address, Firmware Version (3.2(8)), CPLD Version (1.5), Hardware Version (2), Current Time (UTC) (Mon 1), Local Time (Mon 1), and Timezone (Euro). Below the server properties, the 'Chassis Status' section shows Power State (On), Overall Server Status (Good), and Overall DIMM Status (Good).

Step 2. Under Utilities, there are two options - **Export Technical Support Data to remote (1)** or **Download Technical Support Data for Local download (2)**. It also shows the status of **Last Technical Support Data Export (3)**. Click on **Download Technical Support Data for Local Download (2)** as shown in the image.



Step 3. In the pop-up message click on **Generate and Download Technical Support Data (1)**. It will take a few minutes to generate tech-support bundle as shown in the image.



CIMC Tech-Support Bundle: CLI Method

This method is applicable to Cisco UCS-E Series, UCS-C Series, CSP and ENCS (except ENCS 5104).

In order to generate tech-support, connect to Cisco Integrated Management Controller (CIMC) with SSH client of your choice.

Note: To use this method you need to have a host in local network configured as **TFTP/FTP/SFTP/SCP/HTTP** server.

	Command or Action	Purpose
Step 1	Server# scope cimc	Enters the CIMC command mode.
Step 2	Server /cimc # scope tech-support	Enters the tech-support command mode.
Step 3	Server /cimc/tech-support # set remote-ip ip-address	Specifies the IP address of the remote server on which the technical support data file should be stored.
Step 4	Server /cimc/tech-support # set remote-path path/filename	Specifies the file name in which the support data should be stored on the remote server. When you enter this name, include the relative path for the file from the top of the server tree to the desired location. Tip To have the system auto-generate the file name, enter the file name <code>default.tar.gz</code> .
Step 5	Server /cimc/tech-support # set remote-protocol protocol	<ul style="list-style-type: none">• tftp• ftp• sftp• scp• http
Step 6	Server /cimc/tech-support # set remote-username name	Specifies the user name on the remote server on which the technical support data file should be stored. This field does not apply if the protocol is TFTP or HTTP.
Step 7	Server /cimc/tech-support # set remote-password password	Specifies the password on the remote server on which the technical support data file should be stored. This field does not apply if the protocol is TFTP or HTTP.
Step 8	Server /cimc/tech-support # commit	Commits the transaction to the system configuration.
Step 9	Server /cimc/tech-support # start	Begins the transfer of the data file to the remote server.
Step 10	Server /cimc/tech-support # show detail	(Optional) Displays the progress of the transfer of the data file to the remote server.
Step 11	Server /cimc/tech-support # cancel	(Optional) Cancels the transfer of the data file to the remote server.

This example creates a technical support data file and transfers the file to an SCP server:

```
encs01 /cimc/tech-support # scope cimc
encs01 /cimc/tech-support # scope tech-support
encs01 /cimc/tech-support # set remote-ip 172.16.0.1
encs01 /cimc/tech-support *# set remote-path techsupport.tar.gz
encs01 /cimc/tech-support *# set remote-protocol scp
encs01 /cimc/tech-support *# set remote-username root
encs01 /cimc/tech-support *# set remote-password
Please enter remote-password:
Please confirm remote-password:
encs01 /cimc/tech-support *# commit
encs01 /cimc/tech-support #
encs01 /cimc/tech-support # start
Server (RSA) key fingerprint is 4b:b9:a5:14:d0:c3:64:14:54:00:b9:d7:aa:47:1d:6d
Do you wish to continue? [y/N]y
Tech Support upload started.
```

```
encs01 /cimc/tech-support # show detail
```

Tech Support:

Server Address: 172.16.0.1

Path: techsupport.tar.gz

Protocol: scp

Username: root

Password: *****

Progress(%): 20

Status: COLLECTING