



Obtaining Help from Cisco

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Cisco Intercloud Fabric Support Community

For more information about troubleshooting issues with Cisco Intercloud Fabric, visit the Cisco Intercloud Fabric support community:

<https://communities.cisco.com/community/technology/datacenter/intercloudfabric>

Contacting Cisco Customer Support

If you cannot solve a problem after using the troubleshooting suggestions in this guide, contact a customer service representative for assistance and further instructions. Before contacting Cisco, collect the following information so that Cisco Customer Support can assist you as quickly as possible:

- Version of Cisco Intercloud Fabric software that you are running
- Contact phone number
- Brief description of the problem
- Brief explanation of the steps you have already taken to isolate and resolve the problem

After collecting this information, see for information on how to submit a service request.

Obtaining Logs for Cisco Customer Support

If you contact Cisco Customer Support for assistance, you might need to provide logs for them to assist in determining the cause of the problem. This procedure describes how to obtain logs for Cisco Intercloud Fabric.

Procedure

To obtain Intercloud Fabric logs:

- a) In Intercloud Fabric, choose **Administration > Support Information**.
- b) From the Support Information drop-down list, choose **Show Log**.
- c) From the Show Log drop-down list, choose **Infra Manager** and click **Show Logs**.
- d) Save the information in a file that you can send to Cisco Customer Support.