HX Data Platform Troubleshooting

Troubleshooting HyperFlex Systems Overview

The HyperFlex product has multiple integrated components. This troubleshooting guide includes topics specific to HyperFlex. Some of the integrated components function outside of HyperFlex. Refer to the documentation for those products for additional assistance.

- **Cisco HyperFlex (HX) Data Platform** – See this troubleshooting guide. This includes troubleshooting for HX Data Platform installation, configuration, and management, UCS Manager to HyperFlex configuration, and vSphere to HyperFlex configuration.

- **Cisco UCS and UCS Manager** – See the UCS Manager documentation for general USC Manager issues.

- **Cisco HyperFlex servers** – See the hardware installation and maintenance guides for additional information.

- **VMware vSphere, vCenter, or ESX** – See the VMware documentation for general VMware related issues.

This HyperFlex Troubleshooting guide contains topics for:

- Common HyperFlex TAC assisted topics

- HyperFlex Data Platform support bundles

- HX Data Platform Event Messages

- HyperFlex component and process issues

The content in this Cisco HyperFlex Systems Troubleshooting Guide is supplement to the information provided in the HyperFlex Data Platform documentation. Refer to the HyperFlex Data Platform guides for requirements, practices, and procedures.

Contacting Cisco TAC

You can open a Cisco Technical Assistance Center (TAC) support case to reduce time addressing issues, and get efficient support directly with Cisco Prime Collaboration application.

For all customers, partners, resellers, and distributors with valid Cisco service contracts, Cisco Technical Support provides around-the-clock, award-winning technical support services. The Cisco Technical Support website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies:

http://www.cisco.com/techsupport

Using the TAC Support Case Manager online tool is the fastest way to open S3 and S4 support cases. (S3 and S4 support cases consist of minimal network impairment issues and product information requests.) After you describe your situation, the TAC Support Case Manager automatically provides recommended solutions. If your issue is not resolved by using the recommended resources, TAC Support Case Manager assigns your support case to a Cisco TAC engineer. You can access the TAC Support Case Manager from this location:

https://mycase.cloudapps.cisco.com/case

For S1 or S2 support cases or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 support cases consist of production network issues, such as a severe degradation or outage.) S1 and S2 support cases have Cisco TAC engineers assigned immediately to ensure your business operations continue to run smoothly.

To open a support case by telephone, use one of the following numbers:

- Asia-Pacific: +61 2 8446 7411

- Australia: 1 800 805 227

- EMEA: +32 2 704 5555

- USA: 1 800 553 2447

For a complete list of Cisco TAC contacts for Enterprise and Service Provider products, see http://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html.

For a complete list of Cisco Small Business Support Center (SBSC) contacts, see http://www.cisco.com/c/en/us/support/web/tsd-cisco-small-business-support-center-contacts.html.