



Before Contacting Tech Support

At some point, you might need to contact your technical support representative or Cisco TAC for some additional assistance. This section outlines the steps that you should perform before you contact your next level of support in order to reduce the amount of time spent resolving the issue.

- [Downloading Logs from the ESC, on page 1](#)
- [Things To Do Before Calling TAC, on page 1](#)

Downloading Logs from the ESC

You can download log files from the ESC for troubleshooting.

To collect log files through CLI, use the following command:

```
sudo escadm log collect
```

To collect configuration data for VMs, use the following command,

```
esc_nc_cli get-config esc_datamodel > <file-name>
```

For example:

```
esc_nc_cli get-config esc_datamodel > /var/tmp/esc_datamodel.txt
```

To collect log files through CLI from ESC Active/Active HA, use the following command:

```
esc_nc_cli --host db.service.consul --user admin --password password get-config esc_datamodel
```

For more information of the ESC system level configuration, see [Downloading Logs from the ESC Portal](#) section in the [Cisco Elastic Services Controller User Guide](#).

Things To Do Before Calling TAC

Answer the following questions before you contact your technical support representative:

1. Collect the system information and configuration through CLI (system log files) and through GUI. For instructions, refer [Downloading the log files](#).
2. If an error occurs in ESC, take a screen shot of the error. In Windows, press Alt+PrintScreen to capture the active window, or press PrintScreen to capture the entire desktop. Paste the screenshot into a new Microsoft Paint (or similar program) session and save the file.
3. Capture the exact error codes that you see in the message logs from either ESC or the CLI.

4. Answer the following questions before you contact your technical support representative:
 - Which ESC version, operating systems versions, and storage device firmware are in your network?
 - Were any changes made to the environment (VLANs, upgrades, or adding modules) prior to or at the time of this event?
 - Are there other similarly configured devices that could have this problem but do not?
 - Where was this problematic device connected (which device and interface)?
 - When did this problem first occur?
 - When did this problem last occur?
 - How often does this problem occur?
 - Were any traces or debug output captured during the problem time?
 - What troubleshooting steps have you attempted?

5. Answer the following questions if your problem is related to a software upgrade attempt:
 - What was the original Cisco ESC version?
 - What is the new Cisco ESC version?
 - Collect the output from the following command and forward them to your customer support representative:
 - `esc_nc_cli get-config esc_datamodel > <file-name>`
 - `esc_version`
 - `health.sh`
 - `escadm status`
 - `escadm vim show`