



Overview

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Information About Cisco Virtual Switch Update Manager

Cisco Virtual Switch Update Manager is a virtual appliance that is registered as a plug-in to VMware vCenter Server. The Cisco Virtual Switch Update Manager graphical user interface (GUI) is an integral part of VMware vSphere Web Client; you can access Cisco Virtual Switch Update Manager only if you log into VMware vSphere Web Client.

Cisco Virtual Switch Update Manager simplifies the installation and the configuration of the Cisco Nexus 1000V and the Cisco Application Virtual Switch (AVS).

Cisco Virtual Switch Update Manager enables you to do the following for the Cisco Nexus 1000V for VMware vSphere:

- Install the Cisco Nexus 1000V switch.
- Migrate the VMware vSwitch and VMware vSphere Distributed Switch (VDS) to the Cisco Nexus 1000V.
- Monitor the Cisco Nexus 1000V.
- Upgrade the Cisco Nexus 1000V and add hosts from an earlier version to the latest version.
- Install the health of the virtual machines (VMs) in your data center by using the **Dashboard - Cisco Nexus 1000V** window on the **Cisco Nexus 1000V** tab in the user interface.

Cisco Virtual Switch Update Manager enables you to do the following for the Cisco AVS:

- Add hosts to the Cisco AVS.
- Upgrade the Cisco AVS.

Overview of the Troubleshooting Process

Follow the steps below to troubleshoot your network:

- 1 Gather information that defines the specific symptoms.
- 2 Identify all potential problems that could be causing the symptoms.
- 3 Systematically eliminate each potential problem (from most likely to least likely) until the symptoms disappear.

Overview of Best Practices

Best practices are the recommended steps you should take to ensure the proper operation of your network. We recommend the following best practices for most networks:

- Maintain a consistent Cisco Virtual Switch Update Manager release across all network devices.
- Refer to the release notes for your Cisco Virtual Switch Update Manager release for the latest features, limitations, and caveats.
- Enable system message logging.
- Verify and troubleshoot any new configuration changes after implementing the change.

Collecting VSUM Bundle Logs for the Cisco Technical Assistance Center

For problems with Cisco Nexus 1000V or Cisco AVS when using VSUM, collect VSUM bundle logs and send them to the Cisco Technical Assistance Center.

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- Step 1** Use Secure Shell (SSH) to connect into Cisco Virtual Switch Update Manager. The default username is root and the password is cisco.
- Step 2** Navigate to `/etc/cisco/app_install` and run the `./bundleLogs.sh` command.
- Step 3** In the root directory, retrieve the `ajaxLogs` folder, compress the folder, and send it to the Cisco Technical Assistance Center.
- Note** For a first-time VSUM 2.0 installation, the folder name will be `vsumLogs` instead of `ajaxLogs`.
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Checking Status of VSUM Tasks in VMware vCenter

As of the VSUM Release 1.3, you can check the status of tasks that you just completed in the VMware vSphere Task Console.

Checking Status of Cisco Nexus 1000V Installation with VSUM in VMware vCenter

After you click **Finish** to install the Cisco Nexus 1000V switch, you can check the status of the installation.

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- Step 1** Open a new tab in your browser and enter the same vCenter IP address to open the web client again.
- Step 2** Log in to the web client and in the navigation pane, click **Tasks**.
The **Task Console** opens in the work pane, displaying a list of tasks with the most recent task at the top.
- Step 3** Find the task in the **Task Name** column and then view the status in the **Status** column.
The **Status** column shows whether the task is complete or is in progress. You can click the refresh icon to display new tasks and learn how much of the task is complete in terms of percentage.
- Note** Several tasks might appear above the primary task you just performed. They might be associated with your primary task.
The Nexus 1000V installation is confirmed when the primary task `Create Nexus 1000v Switch` has the status `Completed`. A typical installation of the switch takes about 4 minutes.
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Checking Status of Adding Hosts or Upgrading with VSUM in the VMware vCenter for Cisco AVS or Cisco Nexus 1000V

After you click **Finish** when adding hosts or upgrading with VSUM, you can check the status of the task. The procedure is the same for Cisco Nexus 1000V and the Cisco Application Virtual Switch.

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- Step 1** In the **Recent Tasks** pane to the right of the work pane, click **More Tasks**.
The **Task Console** appears in the work pane, displaying a list of tasks with the most recent task at the top.
- Step 2** Find the task in the **Task Name** column and then view the status in the **Status** column.
The **Status** column shows whether the task is complete or is in progress. You can click the refresh icon to display new tasks and learn how much of the task is complete in terms of percentage.
- Note** Several tasks might appear above the primary task you just performed. They might be associated with your primary task.
The host addition is confirmed when the primary task has the status `Completed`.
If you close the browser and later want to view the task's history, log in to the web client, click **Tasks** in the navigation pane to display the lists of tasks in the work pane.

Cisco Support Communities

For additional information, visit one of the following support communities:

- Cisco Support Community for Server Networking
- Cisco Communities: Nexus 1000V
- Cisco Communities: Application Virtual Switch

Contacting the Cisco Technical Assistance Center

If you are unable to solve a problem after using the troubleshooting suggestions in this guide, contact a customer service representative for assistance and further instructions. Before you call, have the following information ready to help your service provider assist you as quickly as possible.

- Version of the Cisco Virtual Switch Update Manager 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 you have collected this information, see the Obtaining Documentation and Submitting a Service Request section.