Server Utilities

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Exporting Technical Support Data

Exporting Technical Support Data to a Remote Server

Perform this task when requested by the Cisco Technical Assistance Center (TAC). This utility creates a summary report containing configuration information, logs and diagnostic data that will help TAC in troubleshooting and resolving a technical issue.

Procedure

Step 1 In the **Navigation** pane, click the **Admin** tab.

Step 2 On the **Admin** tab, click **Utilities**.

Step 3 In the **Actions** area of the **Utilities** pane, click **Export Technical Support Data to Remote Server**.

Step 4 In the **Export Technical Support Data** dialog box, complete the following fields:

Name	Description
Export Technical Support Data to drop-down list	The remote server type. This can be one of the following: • **TFTP Server** • **FTP Server** • **SFTP Server** • **SCP Server** • **HTTP Server**
Server IP/Hostname field	The IP address or hostname of the server on which the support data file should be stored. Depending on the setting in the **Export Technical Support Data to** drop-down list, the name of the field may vary.
Path and Filename field	The path and filename Cisco IMC should use when exporting the file to the remote server. **Note** If the server includes one of the supported network adapter cards, such as the Cisco UCS P81E Virtual Interface Card, the data file also includes technical support data from the adapter card.
Username	The username the system should use to log in to the remote server. This field does not apply if the protocol is TFTP or HTTP.
Password	The password for the remote server username. This field does not apply if the protocol is TFTP or HTTP.

Step 5 Click **Export**.

What to Do Next

Provide the generated report file to Cisco TAC.

Downloading Technical Support Data to a Local File

Perform this task when requested by the Cisco Technical Assistance Center (TAC). This utility creates a summary report containing configuration information, logs and diagnostic data that will help TAC in troubleshooting and resolving a technical issue.

Procedure

Step 1 In the **Navigation** pane, click the **Admin** tab.

Step 2 On the **Admin** tab, click **Utilities**.

Step 3 In the **Actions** area of the **Utilities** pane, click **Generate Technical Support Data for Local Download**.

Step 4 In the **Download Technical Support Data to Local File** dialog box, complete the following fields:

Name	Description
Generate Technical Support Data radio button	Cisco IMC displays this radio button when there is no technical support data file to download. Click **Generate** to create the data file. When data collection is complete, click **Download Technical Support Data to Local File** in the **Actions** area to download the file.
Regenerate Technical Support Data radio button	Cisco IMC displays this radio button when a technical support data file is available to download. To replace the existing support data file with a new one, select this option and click **Regenerate**. When data collection is complete, click **Download Technical Support Data to Local File** in the **Actions** area to download the file.
Download to local file radio button	Cisco IMC enables this radio button when a technical support data file is available to download. To download the existing file, select this option and click **Download**. **Note** If the server includes one of the supported network adapter cards, such as the Cisco UCS P81E Virtual Interface Card, the data file also includes technical support data from the adapter card.

What to Do Next

Provide the generated report file to Cisco TAC.

Rebooting Cisco IMC

On rare occasions, such as an issue with the current running firmware, troubleshooting a server may require you to reboot the Cisco IMC. This procedure is not part of the normal maintenance of a server. After you reboot the Cisco IMC, you are logged off and the Cisco IMC will be unavailable for a few minutes.

Note If you reboot the Cisco IMC while the server is performing power-on self test (POST) or is operating in the Extensible Firmware Interface (EFI) shell, the server will be powered down until the Cisco IMC reboot is complete.

Before You Begin

You must log in as a user with admin privileges to reboot the Cisco IMC.

Procedure

Step 1 In the **Navigation** pane, click the **Admin** tab.

Step 2 On the **Admin** tab, click **Utilities**.

Step 3 In the **Actions** area of the **Utilities** pane, click **Reboot Cisco IMC**.

Step 4 Click **OK**.

Recovering from a Corrupted BIOS

Note This procedure is not available in some server models.

In addition to this procedure, there are three other methods for recovering from a corrupted BIOS:

- Use the Cisco Host Upgrade Utility (HUU). This is the recommended method.
- Use the Cisco IMC CLI interface.
- If your server model supports it, use the BIOS recovery function of the hardware jumper on the server motherboard. For instructions, see the Cisco UCS Server Installation and Service Guide for your server model.

Before You Begin

- You must be logged in as admin to recover corrupt BIOS.
- Have the BIOS recovery ISO image ready. You will find the BIOS recovery ISO image under the **Recovery** folder of the firmware distribution package.
- Schedule some down time for the server because it will be powered cycled at the end of the recovery procedure.

Procedure

Step 1 In the **Navigation** pane, click the **Server** tab.

Step 2 On the server tab, click **BIOS**.

The BIOS page appears.

Step 3 In the **Actions** area, click **Recover Corrupt BIOS**.
The **Recover Corrupt BIOS** wizard appears.

Step 4 Use the **Recover Corrupt BIOS** wizard to recover your corrupt BIOS.

Resetting Cisco IMC to Factory Defaults

On rare occasions, such as an issue with the current running firmware, troubleshooting a server may require you to reset the Cisco IMC to the factory default. When this happens, all user-configurable settings are reset.

This procedure is not part of the normal server maintenance. After you reset the Cisco IMC, you are logged off and must log in again. You may also lose connectivity and may need to reconfigure the network settings.

When you upgrade from version 1.5(1) to version 1.5(2), the hostname in the Cisco IMC interface is retained as is. However, after upgrading to version 1.5(2), if you do a factory reset, the hostname changes to CXXX-YYYYYY format, where XXX is the model number and YYYYYY is the serial number of the server.

When you downgrade from version 1.5(2) to version 1.5(1), the hostname is retained as is. However, if you do a factory reset, the hostname changes to ucs-cxx-mx format.

Before You Begin

You must log in as a user with admin privileges to reset the Cisco IMC to factory defaults.

Procedure

Step 1 In the **Navigation** pane, click the **Admin** tab.

Step 2 On the **Admin** tab, click **Utilities**.

Step 3 In the **Actions** area of the **Utilities** pane, click **Reset Cisco IMC to Factory Default Configuration**.

Step 4 Click **OK**.
A reboot of Cisco IMC while the host is performing BIOS POST (Power on Self Test) or is in EFI shell will turn off the host for a short amount of time. Cisco IMC will power on when it is ready.

Exporting and Importing the Cisco IMC Configuration

Exporting and Importing the Cisco IMC Configuration

To perform a backup of the Cisco IMC configuration, you take a snapshot of the system configuration and export the resulting Cisco IMC configuration file to a location on your network. The export operation saves information from the management plane only; it does not back up data on the servers. Sensitive configuration information such as user accounts and the server certificate are not exported.

You can restore an exported Cisco IMC configuration file to the same system or you can import it to another Cisco IMC system, provided that the software version of the importing system is the same as or is configuration-compatible with the software version of the exporting system. When you import a configuration file to another system as a configuration template, you must modify system-specific settings such as IP addresses and host names. An import operation modifies information on the management plane only.

The Cisco IMC configuration file is an XML text file whose structure and elements correspond to the Cisco IMC command modes.

When performing an export or import operation, consider these guidelines:

- You can perform an export or an import while the system is up and running. While an export operation has no impact on the server or network traffic, some modifications caused by an import operation, such as IP address changes, can disrupt traffic or cause a server reboot.
- You cannot execute an export and an import simultaneously.

You can perform an import or an export operation on the following features:

- IMC version

Note You can only export this information.

- Network settings
- Technical support
- Logging control for local and remote logs
- Power policies
- BIOS - BIOS Parameters

Note Precision boot is not supported.

- Communication services
- Remote presence
- User management - LDAP
- Event management
- SNMP

Exporting the Cisco IMC Configuration

Note For security reasons, this operation does not export user accounts or the server certificate.

Before You Begin

Obtain the backup remote server IP address.

Procedure

Step 1 In the **Navigation** pane, click the **Admin** tab.

Step 2 On the **Admin** tab, click **Utilities**.

Step 3 In the **Actions** area of the **Utilities** pane, click **Export Cisco IMC Configuration**.

Step 4 In the **Export Cisco IMC Configuration** dialog box, complete the following fields:

Name	Description
Export to a local file radio button	Select this option and click **Export** to save the XML configuration file to a drive that is local to the computer running the Cisco IMC GUI. When you select this option, Cisco IMC GUI displays a **File Download** dialog box that lets you navigate to the location to which the configuration file should be saved.
Export to Remote server radio button	Select this option to save the XML configuration file to a remote server. When you select this option, Cisco IMC GUI displays the remote server fields.
Export to drop-down list	The remote server type. This can be one of the following: • **TFTP Server** • **FTP Server** • **SFTP Server** • **SCP Server** • **HTTP Server**
Server IP/Hostname field	The IPv4 or IPv6 address, or hostname of the server to which the configuration file will be exported. Depending on the setting in the **Export to** drop-down list, the name of the field may vary.
Path and Filename field	The path and filename Cisco IMC should use when exporting the file to the remote server.
Username	The username the system should use to log in to the remote server. This field does not apply if the protocol is TFTP or HTTP.
Password	The password for the remote server username. This field does not apply if the protocol is TFTP or HTTP.

Name	Description
Pass Phrase	The pass phrase that uses the AES256 algorithm to encrypt the LDAP and SNMP v3 user passwords in the exported configuration files. Enter a string up to 256 characters. **Note** If you edit the contents of the encrypted configuration file and try to import it, the edits will be ignored and the import operation displays a partially successful message.

Step 5 Click **Export**.

Importing a Cisco IMC Configuration

Before You Begin

If you want to restore the SNMP configuration information when you import the configuration file, make sure that SNMP is disabled on this server before you do the import. If SNMP is enabled when you perform the import, Cisco IMC does not overwrite the current values with those saved in the configuration file.

Procedure

Step 1 In the **Navigation** pane, click the **Admin** tab.

Step 2 On the **Admin** tab, click **Utilities**.

Step 3 In the **Actions** area of the **Utilities** pane, click **Import Cisco IMC Configuration**.

Step 4 In the **Import Cisco IMC Configuration** dialog box, complete the following fields:

Name	Description
Import from a local file radio button	Select this option and click **Import** to navigate to the XML configuration file stored on a drive that is local to the computer running the Cisco IMC GUI. When you select this option, Cisco IMC GUI displays a **Browse** button that lets you navigate to the file you want to import.
Import from Remote server radio button	Select this option to import the XML configuration file from a remote server. When you select this option, Cisco IMC GUI displays the remote server fields.

Name	Description
Import from drop-down list	The remote server type. This can be one of the following: • **TFTP Server** • **FTP Server** • **SFTP Server** • **SCP Server** • **HTTP Server**
Server IP/Hostname field	The IPv4 or IPv6 address, or hostname of the server on which the configuration file resides. Depending on the setting in the **Import from** drop-down list, the name of the field may vary.
Path and Filename field	The path and filename of the configuration file on the remote server.
Username	The username the system should use to log in to the remote server. This field does not apply if the protocol is TFTP or HTTP.
Password	The password for the remote server username. This field does not apply if the protocol is TFTP or HTTP.
Pass Phrase	The pass phrase that uses AES256 algorithm to decrypt the LDAP and SNMP v3 user passwords in the imported configuration files. Enter a string up to 256 characters. **Note** If you try to import an encrypted configuration file, the contents of which has been edited, the changes made to the file will be ignored and the import operation will display a partially successful message.

Step 5 Click **Import**.

Generating Non Maskable Interrupts to the Host

In some situations, the server might hang and not respond to traditional debug mechanisms. By generating a non maskable interrupt (NMI) to the host, you can create and send a crash dump file of the server and use it to debug the server.

Depending on the type of operating system associated with the server, this task might restart the OS.

Before You Begin

- You must log in as a user with admin privileges.
- The server must be powered on.

Procedure

Step 1 In the **Navigation** pane, click the **Admin** tab.

Step 2 On the **Admin** tab, click **Utilities**.

Step 3 In the **Actions** area of the **Utilities** pane, click **Generate NMI to host**.
This action sends an NMI signal to the host, which might restart the OS.

Step 4 Click **OK**.