Troubleshooting

This chapter includes the following sections:

Recording the Last Boot Process

Procedure

Step 1	In the **Navigation** pane, click the **Compute** menu.
Step 2	In the work pane, click the **TroubleShooting** tab.
Step 3	In the **Bootstrap Process Recording** area of the **Troubleshooting** tab, check **Enable Recording** check-box.

By default, this option is enabled.

> **Caution** This task is for troubleshooting purpose, and might impact Cisco IMC performance if it is enabled all the time.

Step 4	(Optional) If you want to record the boot process until BIOS POST, then check **Stop On BIOS POST** check-box.
Step 5	Click **Save Changes**
Step 6	On the tool bar above the **Work** pane, click **Power On Server**.
Step 7	In the **Actions** area, of the **Bootstrap Process Recording** pane, click **Play Recording**.

A confirmation dialog box with instructions on supported Java version appears.

Step 8	Review the instructions and click **Ok**.

The **DVR Player Controls** dialog box opens. This dialog box plays the recording of the last boot process. If you have enabled **Stop On BIOS POST** option then the system plays the recording process only till BIOS POST.

This recording can be reviewed to analyze the factors that caused the system to reboot.

Step 9   In the **Actions** area of the **Bootstrap Process Recording** area, click **Download Recording**.

Follow the instructions to download.

Note   The file is saved in a `.dvc` format to a local drive. You can view this recording using KVM player or an offline player. Every time you choose **Download Recording** option, the last boot process is recorded, it autogenerate the file name, and save it in the path specified earlier.

Step 10   Once the download is complete, you can select the file that you want play the video of the recording, and click **Open**.
A **DVR Player Controls** window opens and plays the video of the selected file.

Recording the Last Crash

Procedure

Step 1   In the **Navigation** pane, click the **Compute** menu.

Step 2   In the work pane, click the **TroubleShooting** tab.

Step 3   In the **Crash Recording** area of the **Troubleshooting** tab, check the **Enable Recording** check-box.

Caution   This task is for troubleshooting purpose, and might impact Cisco IMC performance if it is enabled all the time.

Step 4   Click **Save Changes**.
Capture Recording button in the **Actions** area is enabled.

Step 5   (Optional) In the **Actions** area, click **Capture Recording**, to capture the recording of the system that crashed automatically.

Note   If you choose this option, it overwrites the existing crash records file. Click **OK** to continue.

Step 6   Click **Play Recording** in the **Actions** area to view the recording of the operations that ran on the server.

A confirmation dialog box with instructions on supported Java version appears.

Step 7   Review the instructions and click **Ok**.

The **DVR Player Controls** dialog box appears. This dialog box plays the recording of the operations that ran on the server in the last few minutes. This recording can be reviewed to analyze the factors that caused system to crash.

Step 8   In the **Actions** area of the **Crash Recording** area, click **Download Recording**.

Follow the instructions to download.

Note   The file is saved in a `.dvc` format to a local drive. You can view this recording using KVM player or an offline player. Every time you choose **Download Recording** option, the last crash process is recorded, it autogenerate the file name, and save it in the path specified earlier.

Step 9   Once the download is complete, you can select the file that you want play the video of the recording, and click **Open**.
A **DVR Player Controls** window opens and plays the video of the selected file.

Downloading a DVR Player

Procedure

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

Step 2   On the **Server** tab, click **Troubleshooting**.

Step 3   In the **Player** area of the **Troubleshooting** tab, click **Download Player**.

Step 4   Follow the instructions to download. These files are saved to your local drive as a zipped file in a .tgz file format.

The offline player is stored for Windows, Linux, and MAC.

Step 5   Extract the zip file. The zip file generally gets saved below the bootstrap file, and its name follows the format

`offline.tgz`

Step 6   Open the script file that you want to review the video recording.

Note   If you want to play the recording for Windows, then ensure that the Java version running on your system and in the script file are the same. If the Windows script file fails to play the recording, then follow these steps:

a) Extract the Windows script file to your desktop.
b) Open the file using notepad.
c) Search for jre, and replace the Java version to match the version running on your system. By default, the Java version is set to jre7.
d) Save the file.

After you update the Java version, you can delete the extracted files from your desktop.

Note   Verification of Java version is required only for Windows OS. For Linux and MAC, the Java version is picked automatically.

Step 7   Navigate to the folder in which these files are downloaded and open the script file that you want to play the video recording.
The DVR player is launched, playing the video of the operations that ran on the server.

Playing a Recorded Video Using the DVR Player on the KVM Console

Procedure

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

Step 2   On the **Server** tab, click **Sensors**.

Step 3   In the **Remote Presence** pane, click the **Virtual KVM** tab.

Step 4   In the **Actions** area of the **Virtual KVM** tab, click **Launch KVM Console**.

> **Note**   You can also launch KVM console by clicking **Launch KVM Console** button on the toolbar displayed above the **Work** pane.

The **KVM Console** opens in a separate window.

Step 5   On the **KVM Console** window, choose **Tools** > **Recorder /Playback Controls**.
A DVR Player Controls window opens.

Step 6   On the **DVR Player Controls** window, click **Open** button.

Step 7   Choose the file that you want to play the recording, and click **Open**.
The DVR player is launched, playing the video of the operations that ran on the server.