



Troubleshooting

Cisco UCS Manager Integration Pack writes the troubleshooting information into the Configuration Manager Status Messages and also into separate log files.

Complete the following steps to view the troubleshooting information in the Configuration Manager Status Messages:

- Step 1** Select **Monitoring > System Status > Status Message Queries**.
- Step 2** Choose **All Status Messages > Show Messages**. This launches the "Configuration Manager Status Message Viewer."
- Step 3** Filter the messages for Component using: **Cisco.UCSM.ConfigMgr.Plugin**.
- Step 4** Filter the messages for Message ID as shown in the following table:

Message ID	Status
39997	Success
39998	Warning
39999	Error
Others	Miscellaneous

Complete the following steps to view the troubleshooting information in the log file:

- Step 1** Navigate to the location of the log file on your machine: `%PROGRAMDATA%\Cisco\SCCM\UCSM`
- Step 2** View the debug information in the following log files:
 - `Cisco.UCSM.ConfigMgr.Service.log`
 - `Cisco.UCSM.ConfigMgr.ConsoleUI.log`

The following table provides the log configuration:

Default Log File Path	<code>%PROGRAMDATA%\Cisco\SCCM\UCSM</code>
Default Log File Size (1 - 100)	3 MB
Default logging Mode	DEBUG (ERROR/INFO/DEBUG)

**Note**

- If you are unable to launch the KVM console, open it using the UCS Manager UI once and then try launching using the plug in, it launches.
- If the Cisco UCS domain is configured for domain or LDAP authentication, you must enter the user name in <domainname\username> format. These credentials are used for all communication with the Cisco UCS domain.
- If you do not find any Servers (Service Profiles) or Organizations after adding or updating a UCS domain, check the overall status of the server as well as Service Profiles in UCS Manager UI. Additionally, check the logs for errors.
- If you are unable to perform an operation at any point of time, and getting an error message related to the service either as pop-up or in logs, please check and remove the proxy settings on Internet Explorer or your default browser. Additionally, check the firewall settings.