



Troubleshooting

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Tip

For troubleshooting issues with Operations Manager, see the knowledge base articles available from [Support for Microsoft System Center 2012](#).

Error when Adding a Cisco UCS Domain to Operations Manager

Problem Operations Manager displays an error message when you attempt to add a Cisco UCS domain. This error message is displayed if the required library, Cisco.UCS.MP.UI.dll, is not present on the current machine.

Solution Adding a UCS Domain using Operations Manager Console is allowed from the computers where the installer was run to import the Management Pack or install the Management Service or both.

Cisco UCS Monitoring Not Started

Scenario 1

Problem After successfully adding Cisco UCS Domain and assigning appropriate Run-As-Account to Run-As-Profile, Cisco UCS Domain is not monitored.

Solution Look for event 19900 in the Management Pack Events under Monitoring > Cisco Unified Computing System. Disable LAN proxy or “choose Bypass proxy server for local addresses” from LAN Settings on computer hosting Cisco UCS Management Service. Discovery of UCS instance is scheduled every two hours, hence it will take approximately two hours to discover UCS instance.

To modify the proxy using Internet Explorer:

Step 1 Open Internet Explorer

Step 2 Go to **Tools > Internet Options > Connections > LAN Settings > Proxy Server**

Step 3 Disable **Use a proxy server for your LAN**

Scenario 2

Problem After successfully adding Cisco UCS Domain and assigning appropriate Run-As-Account to Run-As-Profile, Cisco UCS Domain is not monitored, and the following error message (example shown below) is displayed in the Event Data section of the Management Pack Events:

Example:

DN: Miscellaneous Error: Could not load file or assembly 'file:///C:\Windows\TEMP\dfeyvn4h.dll' or one of its dependencies. The system cannot find the file specified.

Solution Operations Manager Action Account user and its group should have read/write permission to “C:\windows\temp” folder.

Cisco UCS Monitoring Stopped

Problem Monitoring stops and an alert message appears which makes the service machine critical.

Solution Go to the **Alert Details** section and click **Start the Service**, and then **Run the task**. This ensures the Management Service is up and running. You can also verify the same from the services.msc dialog box.

Cisco UCS Management Service Log

This version of the Cisco UCS Management Pack supports Cisco UCS Management Service logging.

Logs are present at:

“%PROGRAMDATA%\Cisco\UCSMLog”

Under the above location there are separate logs for each Cisco UCS Domain being monitored.

Logging Levels

- Exception: Logs any exceptions occurred while monitoring the UCS Domain.
- Error: Logs any errors or exceptions occurred while monitoring the UCS Domain.
- Information: Logs Errors, Exceptions and informational messages to the log file.



Note

Default logging level is set to: Error.

Changing the Logging Levels

Log on to the computer hosting the Cisco UCS Management Service, and complete the following steps to change the logging level:

Step 1 Open the **PowerShell** window.

- Step 2** Use the `$wcf = New-WebServiceProxy http://localhost:8732/SCOMUcsAgent` command to connect to the agent.
- Step 3** To get the current log, use the `$wcf.GetLoggingType("UCSM")` command.
- Step 4** To change logging, enter (Info, Error, Exception) and use the `$wcf.UpdateLoggingType("UCSM","Info")` command.

Back Up Log Files

The Cisco UCS Management Service backs up log files greater than 10 MB. Once a log file size reaches 10 MB the Management Service stops writing to that file and creates a new file. If the Management Service is re-started then it checks the size of the existing active file and if it is less than 10 MB it starts appending to that file.

Purge Log Files

Any file whose last modified date and time is greater than 30 days is purged automatically. However, currently, this duration of 30 days is not configurable.

Generating Cisco UCS Technical Support File

- Step 1** Launch a command prompt.
- Step 2** Change the directory to Cisco UCS Management Pack installation folder (default location :- C:\Program Files\Cisco\Cisco UCS Management Pack\UcsAgent).
- Step 3** Verify that file "Cisco.UCS.TechSupport.exe" is available.
- Step 4** Use the following syntax to generate tech support files.
- Run `Cisco.UCS.TechSupport.exe` without any parameter.
This generates the tech support file at default location (C:\ProgramData\Cisco\UCSM)
 - Run `Cisco.UCS.TechSupport.exe <FolderName>` to generate the tech support file at user defined location.

**Note**

The tech support file can be generated per Cisco UCS Management Service guidelines. The tech support Utility is available on all the computers where Cisco UCS Management Service is installed. You should log on to the computer and run the command to generate the Tech Support file for the local Cisco UCS Management Service.

**Note**

It is recommended to change the logging level to 'Informational' and wait for one to two days before generating the tech support file, this helps to capture required information for debugging the problem.

Generating Cisco UCS Management Pack Installer Log File

If you encounter an error during installation, enter the following at the command prompt to generate the installer log file.

```
msiexec -i "installer_path\installer file name" -l*v "logfile name"
```

For example, `msiexec -i "Cisco.Ucsm.MP.2012.v3.1.1-x64.msi" -l*v install.log`