



Ultra M Troubleshooting

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Ultra M Component Reference Documentation

The following sections provide links to troubleshooting information for the various components that comprise the Ultra M solution.

UCS C-Series Server

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Red Hat

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OpenStack

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UAS

Refer to the *USP Deployment Automation Guide*.

UGP

Refer to the *Ultra Gateway Platform System Administration Guide*.

Collecting Support Information

From UCS:

- Collect support information:

```
chassis show tech support  
show tech support (if applicable)
```

- Check which UCS MIBS are being polled (if applicable). Refer to https://www.cisco.com/c/en/us/td/docs/unified_computing/ucs/sw/mib/c-series/b_UCS_Standalone_C-Series_MIBRef/b_UCS_Standalone_C-Series_MIBRef_chapter_0100.html

From Host/Server/Compute/Controller/Linux:

- Identify if Passthrough/SR-IOV is enabled.
- Run sosreport:



Note This functionality is enabled by default on Red Hat, but not on Ubuntu. It is recommended that you enable *sysstat* and *sosreport* on Ubuntu (run **apt-get install sysstat** and **apt-get install sosreport**). It is also recommended that you install *sysstat* on Red Hat (run **yum install sysstat**).

- Get and run the **os_ssd_pac** script from Cisco:
 - Compute (all):

```
./os_ssd_pac.sh -a
./os_ssd_pac.sh -k -s
```



Note For initial collection, it is always recommended to include the **-s** option (*sosreport*). Run **./os_ssd_pac.sh -h** for more information.

- Controller (all):

```
./os_ssd_pac.sh -f
./os_ssd_pac.sh -c -s
```



Note For initial collection it is always recommended to include the **-s** option (*sosreport*). Run **./os_ssd_pac.sh -h** for more information.

- For monitoring purposes, from *crontab* use option: **-m** (for example run every 5 or 10 minutes)

From Switches

From all switches connected to the Host/Servers. (This also includes other switches which have same vlans terminated on the Host/Servers.)

```
show tech-support
syslogs
snmp traps
```



Note It is recommended that mac-move notifications are enabled on all switches in network by running mac address-table notification mac-move.

From ESC (Active and Standby)


Note

It is recommended that you take a backup of the software and data before performing any of the following operations. Backups can be taken by executing `opt/cisco/esc/esc-scripts/esc_dbtool.py backup`. (Refer to https://www.cisco.com/c/en/us/td/docs/net_mgmt/elastic_services_controller/2-3/user/guide/Cisco-Elastic-Services-Controller-User-Guide-2-3/Cisco-Elastic-Services-Controller-User-Guide-2-2_chapter_010010.html#id_18936 for more information.)

```
/opt/cisco/esc/esc-scripts/health.sh
/usr/bin/collect_esc_log.sh
./os_ssd_pac -a
```

From UAS

- Monitor ConfD:

```
confd -status
confd --debug-dump /tmp/confd_debug-dump
confd --printlog /tmp/confd_debug-dump
```



Note Once the file `/tmp/confd_debug-dump` is collected, it can be removed (`rm /tmp/confd_debug-dump`).

- Monitor UAS Components:

```
source /opt/cisco/usp/uas/confd-6.1/confdrc
confd_cli -u admin -C
show uas
show uas ha-vip
show uas state
show confd-state
show running-config
show transactions date-and-time
show logs | display xml
show errors displaylevel 64
show notification stream uas_notify last 1000
show autovnf-oper:vnfm
show autovnf-oper:vnf-em
show autovnf-oper:vdu-catalog
show autovnf-oper:transactions
show autovnf-oper:network-catalog
show autovnf-oper:errors
show usp
show confd-state internal callpoints
show confd-state webui listen
show netconf-state
```

- Monitor Zookeeper:

```
/opt/cisco/usp/packages/zookeeper/current/bin/zkCli.sh ls /config/control-function
/opt/cisco/usp/packages/zookeeper/current/bin/zkCli.sh ls /config/element-manager
/opt/cisco/usp/packages/zookeeper/current/bin/zkCli.sh ls /config/session-function
/opt/cisco/usp/packages/zookeeper/current/bin/zkCli.sh ls /
/opt/cisco/usp/packages/zookeeper/current/bin/zkCli.sh ls /stat
/opt/cisco/usp/packages/zookeeper/current/bin/zkCli.sh ls /log
```

- Collect Zookeeper data:

```
cd /tmp
tar zcfv zookeeper_data.tgz /var/lib/zookeeper/data/version-2/
ls -las /tmp/zookeeper_data.tgz
```

- Get support details

```
./os_ssd_pac -a
```

From UEM (Active and Standby)

- Collect logs

```
/opt/cisco/em-scripts/collect-em-logs.sh
```

- Monitor NCS:

```
ncs -status
ncs --debug-dump /tmp/ncs_debug-dump
ncs --printlog /tmp/ncs_debug-dump
```



Note Once the file `/tmp/ncs_debug-dump` is collected, it can be removed (`rm /tmp/ncs_debug-dump`).

- Collect support details:

```
./os_ssd_pac -a
```

From UGP (Through StarOS)

- Collect the multiple outputs of the **show support details**.



Note It is recommended to collect at least two samples, 60 minutes apart if possible.

- Collect raw bulkstats before and after events.
- Collect syslogs and snmp traps before and after events.

- Collect PCAP or sniffer traces of all relevant interfaces if possible.



Note Familiarize yourself with how running SPAN/RSPAN on Nexus and Catalyst switches. This is important for resolving Passthrough/SR-IOV issues.

- Collect console outputs from all nodes.
- Export CDRs and EDRs.
- Collect the outputs of **monitor subscriber next-call** or **monitor protocol** depending on the activity
- Refer to https://supportforums.cisco.com/sites/default/files/cisco_asr5000_asr5500_troubleshooting_guide.pdf for more information.

About Ultra M Manager Log Files

All Ultra M Manager log files are created under “/var/log/cisco/ultram-health”.

```
cd /var/log/cisco/ultram-health
```

```
ls -alrt
```

Example output:

```
total 116
drwxr-xr-x. 3 root root 4096 Sep 10 17:41 ..
-rw-r--r--. 1 root root 0 Sep 12 15:15 ultram_health_snmp.log
-rw-r--r--. 1 root root 448 Sep 12 15:16 ultram_health_uas.report
-rw-r--r--. 1 root root 188 Sep 12 15:16 ultram_health_uas.error
-rw-r--r--. 1 root root 580 Sep 12 15:16 ultram_health_uas.log
-rw-r--r--. 1 root root 24093 Sep 12 15:16 ultram_health_ucs.log
-rw-r--r--. 1 root root 8302 Sep 12 15:16 ultram_health_os.error
drwxr-xr-x. 2 root root 4096 Sep 12 15:16 .
-rw-r--r--. 1 root root 51077 Sep 12 15:16 ultram_health_os.report
-rw-r--r--. 1 root root 6677 Sep 12 15:16 ultram_health_os.log
```

NOTES:

- The files are named according to the following conventions:
 - ultram_health_os: Contain information related to OpenStack
 - ultram_health_ucs: Contain information related to UCS
 - ultram_health_uas: Contain information related to UAS
- Files with the “*.log” extension contain debug/error outputs from different components. These files get added to over time and contain useful data for debugging in case of issues.
- Files with the “.report” extension contain the current report. These files get created on every tun.
- Files with the “.error” extension contain actual data received from the nodes as part of health monitoring. These are the events that causes the Ultra M health monitor to send traps out. These files are updated every time a component generates an event.

