

# 收集UCS技术支持文件的视觉指南(B和C系列)

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## 简介

当工作与Cisco TAC时，技术支持文件是关键。本文提供显示如何从B系列前端服务器的UCSM向前收集技术支持文件版本的3.1的视觉指南(HTML图形用户界面)和CIMC向前版本3.0的C系列服务器的。

## 先决条件

### 要求

- UCSM版本3.1
- HTML GUI
- UCS C系列CIMC版本3.0

## 指南

### UCS B系列：

从UCSM我们能下载Tech-support日志的以下类型

- **UCS** -创建包含技术支持数据为整个思科UCS域的文件。
- **UCSM-MGMT** -创建包含思科UCS管理服务的文件技术支持数据，不包括结构互联。
- **机箱**-创建包含技术支持数据为CIMCs或输入输出模块的文件在一个给的机箱。
- **结构扩展器**-创建包含技术支持数据为结构扩展器的文件。
- **货架服务器**-创建包含技术支持数据为a.c的文件-系列服务器。
- **服务器内存**-保存包含服务器内存技术支持数据为B系列和C系列服务器的文件对指定的目录。

#### Options

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ucsm  ucsm-mgmt  chassis  fabric-extender  rack-server  server-memory

创建&下载日志

## 步骤1.浏览对Admin ->故障、事件&审计日志-> TechSupport文件

The screenshot shows the UCS Manager interface. On the left sidebar, the 'Admin' icon is highlighted with a red arrow labeled '1'. The 'Faults, Events and Audit Log' menu is expanded, and 'TechSupport Files' is highlighted with a red arrow labeled '3'. The main content area shows the 'TechSupport Files' tab selected, with a table of files. A red arrow labeled '2' points to the 'Equipment' icon in the sidebar. A red arrow labeled '4' points to the 'Create and Download a Tech Support File' button at the bottom right of the table.

Name	Oper State	Size	Fabric ID	URI
20170213164340_R...	Available On Subordinate	17960960	B	techsupport/
20170313091300_R...	Available	76482560	A	techsupport/
20170811143912_R...	Available	103403520	A	techsupport/

## 第二步：从选项请选择您要下载的技术支持数据

The screenshot shows the 'Create and Download a Tech Support File' dialog box. A red arrow labeled '1' points to the 'Options' section. A red arrow labeled '2' points to the radio button for 'ucsm'. A text box highlights the text: 'Technical support data for the entire UCSM instance will be created and downloaded to the default browser download location.' Below this, there are checkboxes for 'Exclude Commands' and 'Include Fabric Interconnect Trace Logs'. At the bottom, there are 'OK' and 'Cancel' buttons.

## 第三步：一旦tech-support文件生成您能下载它。

The screenshot shows the UCS Manager interface with the 'TechSupport Files' table. A red arrow points to the 'Download a Tech Support File' button in the context menu for the file '20170313091300\_Ra...'. The context menu also includes 'Copy', 'Copy XML', and 'Delete' options.

## UCS C系列：

在UCS C系列固件中newe版本，我们能下载日志如下所示

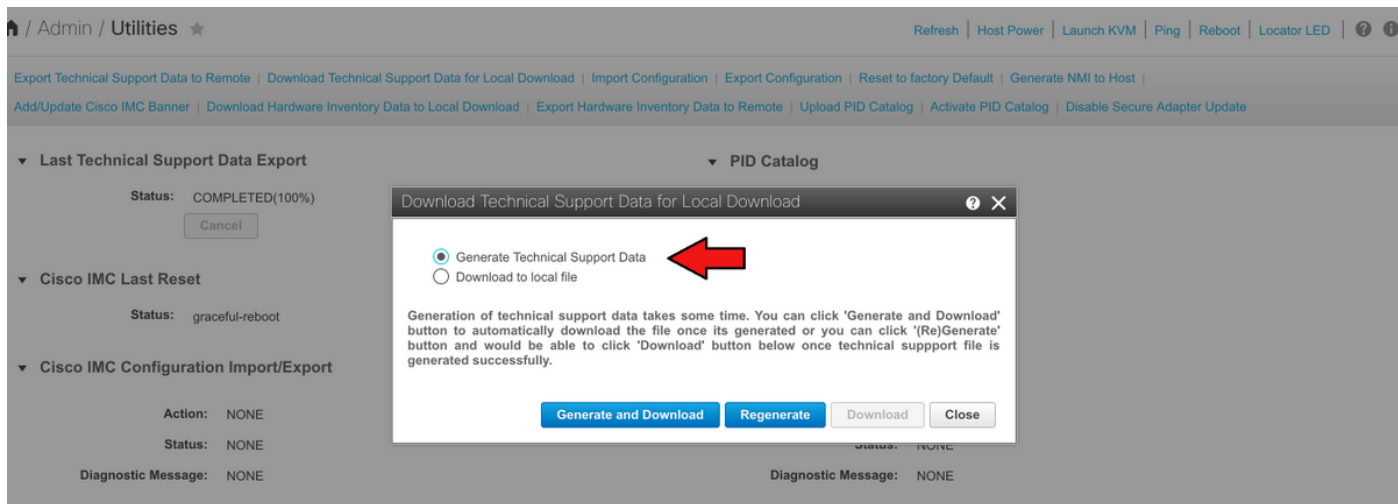
步骤1.登陆到CIMC并且浏览到工具在Admin下。

The screenshot shows the Cisco Integrated Management Controller (CIMC) web interface. The left sidebar contains a navigation menu with the following items: Chassis, Compute, Networking, Software, Admin, User Management, Networking, Communication Services, Security Management, Event Management, Firmware Management, and Utilities. The 'Admin' menu item is highlighted with a red arrow labeled '2'. The 'Utilities' menu item is highlighted with a red arrow labeled '3'. The main content area displays the 'Chassis / Summary' page. The page title is 'Chassis / Summary' and the breadcrumb is 'Chassis / Summary'. The page content is divided into two main sections: 'Server Properties' and 'Chassis Status'. The 'Server Properties' section includes fields for Product Name (UCS C240 M4L), Serial Number, PID (UCSC-C240-M4L), UUID (C88F41B6-1B96-4BBA-A236-EA598C1534C5), BIOS Version (C240M4.3.0.3a.0.0321172111), Description, and Asset Tag (Unknown). The 'Chassis Status' section shows various status indicators: Power State (On), Overall Server Status (Good), Temperature (Good), Overall DIMM Status (Good), Power Supplies (Good), and Fans (Good). The 'Server Utilization' section shows overall utilization (N/A), CPU utilization (N/A), memory utilization (N/A), and IO utilization (N/A). A red arrow labeled '1' points to the 'Chassis / Summary' breadcrumb.

第二步：在工具下，有两个选项-请导出技术支持数据到远程或下载技术支持数据为本地下载。它也显示最后技术支持数据导出状况。

The screenshot shows the Cisco Integrated Management Controller (CIMC) web interface. The breadcrumb is 'Admin / Utilities'. The page displays various utility options: 'Export Technical Support Data to Remote', 'Download Technical Support Data for Local Download', 'Import Configuration', 'Export Configuration', 'Reset to factory Default', 'Generate NMI to Host', 'Add/Update Cisco IMC Banner', 'Download Hardware Inventory Data to Local Download', 'Export Hardware Inventory Data to Remote', 'Upload PID Catalog', 'Activate PID Catalog', and 'Disable Secure Adapter Update'. Below the utility options, there is a section for 'Last Technical Support Data Export' showing a status of 'COMPLETED(100%)'. A red arrow labeled '3' points to this status. Other sections include 'Cisco IMC Last Reset' (Status: graceful-reboot), 'Cisco IMC Configuration Import/Export' (Action: NONE, Status: NONE, Diagnostic Message: NONE), 'Factory Default Status' (BMC: NA, Storage: NA, VIC: NA), 'PID Catalog' (Upload Status: N/A, Activation Status: N/A), 'Inventory Data' (Status: COMPLETED), and 'VIC Adapter Import/Export' (Action: NONE, Status: NONE, Diagnostic Message: NONE). Red arrows labeled '1' and '2' point to the 'Export Technical Support Data to Remote' and 'Download Technical Support Data for Local Download' links respectively.

步骤3.点击下载技术支持数据为本地下载生成和下载技术支持数据。



## 参考

下载技术支持- B系列UCSM版本(1.4 , 2.0 , 2.1 , 2.2) & C系列CIMC版本(1.4 , 1.5 , 2.0)

如果使用，更旧的UCSM和CIMC版本，请参考关于怎样的以下文档收集Tech-support日志

<https://www.cisco.com/c/en/us/support/docs/servers-unified-computing/ucs-manager/115023-visg-tsfiles-00.html>