



Overview

This guide describes some common issues you might experience while using Cisco Data Center Network Manager (DCNM), and provides solutions.

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Guidelines for Troubleshooting

When you troubleshoot issues with Cisco DCNM or a device that it manages, follow the guidelines listed in the following table.

Table 1: Troubleshooting Guidelines

Guideline	Description
Check the release notes to see if the issue is a known problem.	The release notes are accessible through the Cisco DCNM Documentation Roadmap.
Take screenshots of the fault or error message dialog box, and other relevant areas.	These screenshots provide visual cues about the state of Cisco DCNM when the problem occurred. If your computer does not have software to take screenshots, check the documentation for your operating system, as it might include this functionality.
Record the steps that you took directly before the issue occurred.	If you have access to screen or keystroke recording software, repeat the steps you took and record what occurs in Cisco DCNM. If you do not have access to that type of software, repeat the steps you took and make detailed notes of the steps and what happens in Cisco DCNM after each step.
Create a technical support file.	The information about the current state of the Cisco DCNM instance is very helpful to Cisco support and frequently provides the information needed to identify the source of the problem.

Technical Support Files

When you encounter an issue that requires troubleshooting or a request for assistance to the Cisco Technical Assistance Center (TAC), collect as much information as possible about the affected Cisco DCNM instance.

To collect the server-side log files, execute the following:

- On Windows, execute `$INSTALLDIR/dcm/fm/bin/techsupport.bat`
- On Linux, execute `$INSTALLDIR/dcm/fm/bin/techsupport.sh`

To collect client-side log files, execute the following:

- On Windows, zip the files under `%USERPROFILE%\.cisco_mds9000/logs`
- On Linux, tar the files under `tar cvf clientlog.tar $HOME/.cisco_mds9000/logs`

Collecting Log Files

The default installation directory for Cisco DCNM-LAN and DCNM-SAN is:

- Microsoft Windows– `C:\Program Files\Cisco Systems`
- Linux– `/usr/local/cisco`



Note In Microsoft Windows, when a 32-bit installer is used to install on 64-bit environment, the default installation directory will be `C:\Program Files<x86>\Cisco Systems`.



Note `<DCNM_HOME>` is the installation location of Cisco DCNM

Table 2: Installer Logs and Location

Log Name	Install Location
Installer Log	<p>After the installation is complete, the installer logs are available:</p> <ul style="list-style-type: none"> • On Microsoft Windows at <USER_HOME>\dcnm_installer.log • On Linux at /root/dcnm_installer.log <p>Note If you have multiple Cisco DCNM installations on the same system, the logs are stored with the timestamp. If you have installed Cisco DCNM using the Debug mode, the dcnm_installer.log is not created and you need to copy the console log to a text file for future reference.</p>
PostgreSQL Log	<p>After the installation is complete, the postgresql logs are available:</p> <ul style="list-style-type: none"> • On Microsoft Windows at <USER_TEMP_DIR>\installpostgresql.log • On Linux at /tmp/install-postgresql.log
DCNM-LAN and DCNM SAN Sever Logs Logs	<p>After the installation and server startup is complete, the DCNM-LAN and DCNM_SAN server logs are available.</p> <ul style="list-style-type: none"> • On Microsoft Windows at <DCNM_HOME>\dcm\wildfly\server\dcnm\logs • On Linux at <DCNM_HOME>/dcm/wildfly/server/dcnm/logs

