

Guia visual para coletar arquivos de suporte técnico para UI e CLI do UCS Central HTML5

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Introduction

Ao entrar em contato com o Cisco TAC, os arquivos de suporte técnico são essenciais para ajudar a determinar o problema.

Este documento fornece um guia visual que mostra como coletar arquivos de suporte técnico da interface de usuário e da CLI do UCS Central HTML5.

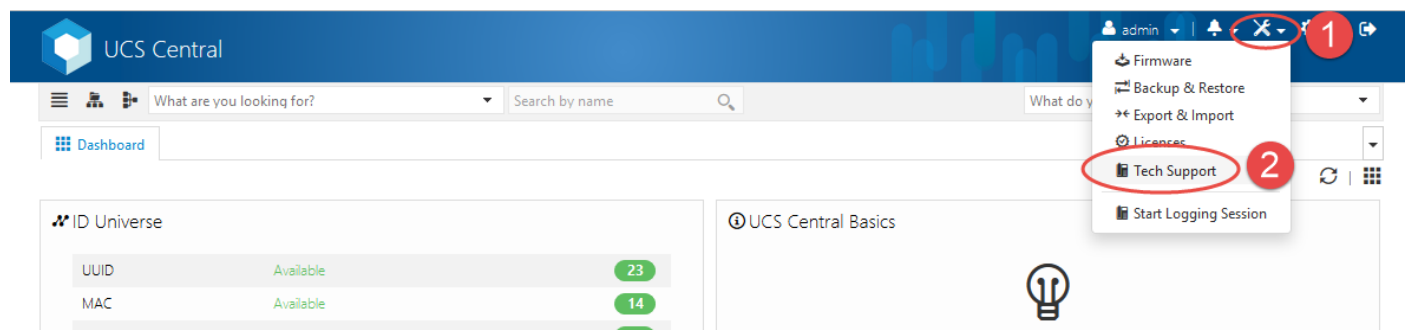
Prerequisites

Requirements

Não existem requisitos específicos para este documento.

Guia


Método HTML5



Domains

Name
UCS Central

UCS Central

1 

Timestamp	Name	Status
20-Dec-2016 3:30:35 AM	20161220033035_nedass-central.nedass-central_techsupport_UCSCENTRAL_ALL.tgz 15 MB	Available

UCS Central

Timestamp	Name	Status
20-Dec-2016 3:30:35 AM	20161220033035_nedass-central.nedass-central_techsupport_UCSCENTRAL_ALL.tgz 15 MB	Available
06-Dec-2016 3:06:47 AM	20161206030647_nedass-central.nedass-central_techsupport_UCSCENTRAL_ALL.tgz 14 MB	Available
01-Apr-2016 5:33:58 AM	20160401052358_nedass-central.nedass-central_techsupport_UCSCENTRAL_ALL.tgz 15 MB	Available
02-Oct-2015 6:18:52 AM	20151002061852_nedass-central.nedass-central_techsupport_UCSCENTRAL_ALL.tgz 4 MB	Available
02-Oct-2015 5:32:24 AM	20151002053224_nedass-central.nedass-central_techsupport_UCSCENTRAL_ALL.tgz 4 MB	Available
29-Sep-2015 2:41:20 AM	20150929024120_nedass-central.nedass-central_techsupport_UCSCENTRAL_ALL.tgz 15 MB	Available

Generate Tech Support

Do you want to initiate tech support file generation now ?

Include system data such as policies and inventory

1 Yes No

UCS Central

Download

<input type="checkbox"/>	Timestamp	Name	Status
<input checked="" type="checkbox"/>	20-Dec-2016 3:30:35 AM	20161220033035_nedass-central.nedass-central_techsupport_UCSCENTRAL_ALL.tgz 15 MB	Available
<input type="checkbox"/>	06-Dec-2016 3:06:47 AM	20161206030647_nedass-central.nedass-central_techsupport_UCSCENTRAL_ALL.tgz 14 MB	Available
<input type="checkbox"/>	01-Apr-2016 5:23:58 AM	20160401052358_nedass-central_techsupport_UCSCENTRAL_ALL.tgz 13 MB	Available

Método CLI

Depois de fazer login na Central usando um cliente SSH, você pode executar os seguintes comandos para gerar um arquivo de suporte técnico e copiá-lo via tftp:

```
central# connect local-mgmt
central(local-mgmt)# show tech-support detail
Initiating tech-support information on standalone node...
The detailed tech-support information is located at
volatile:/20170217043724_central.central_techsupport_UCSCENTRAL_ALL.tgz
central(local-mgmt)# dir volatile:/

1.2M Sep 29 2015 20150929024120_central_techsupport_UCSCENTRAL_ALL.tgz
4.5M Oct 2 2015 20151002053224_central_techsupport_UCSCENTRAL_ALL.tgz
4.5M Oct 2 2015 20151002061852_central_techsupport_UCSCENTRAL_ALL.tgz
4.7M Oct 2 2015 20151002061858_central_techsupport_UCSCENTRAL_ALL.tgz
4.7M Oct 2 2015 20151002062454_central_techsupport_UCSCENTRAL_ALL.tgz
14M Apr 1 2016 20160401052358_central_techsupport_UCSCENTRAL_ALL.tgz
15M Dec 6 03:08 20161206030647_central.central_techsupport_UCSCENTRAL_ALL.tgz
16M Dec 20 03:31 20161220033035_central.central_techsupport_UCSCENTRAL_ALL.tgz
20M Feb 17 04:25 20170217042246_central.central_techsupport_UCSCENTRAL_ALL.tgz
20M Feb 17 04:26 20170217042256_central.central_techsupport_UCSCENTRAL_ALL.tgz
4.0K Feb 17 04:36 20170217043657/
16M Feb 17 04:38 20170217043724_central.central_techsupport_UCSCENTRAL_ALL.tgz

Usage for volatile://

38505856 bytes used
4038324 bytes free
42544180 bytes total
central(local-mgmt)# copy
volatile:/20170217043724_central.central_techsupport_UCSCENTRAL_ALL.tgz
tftp://1.1.1.1/centralts.tgz

Process Complete

central(local-mgmt)#
```