# UCS Central Technical Support Log Bundle Collection Methods

**TAC**    **Document ID: 116120**

Contributed by Padmanabhan, Cisco TAC Engineer.
Jun 04, 2013

## Contents

**Introduction**
**Method 1: Graphical User Interface**
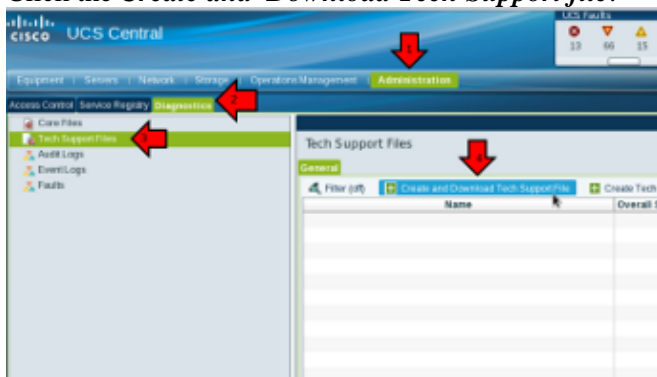**Method 2: Command−line Interface**
**Related Information**

## Introduction

This document describes how to collect a technical support log bundle for the Cisco Unified Computing System (UCS) Central product.

## Method 1: Graphical User Interface

Follow these instructions in order to collect a technical support log bundle for the UCS with a graphical user interface.
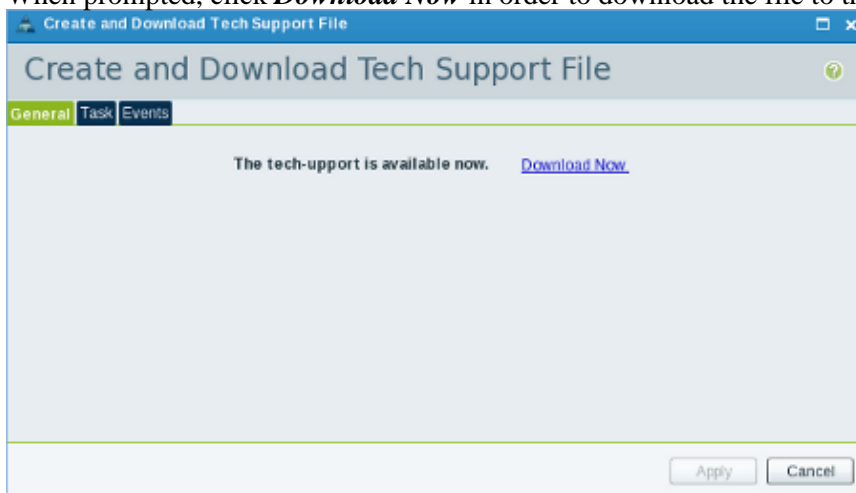
1. Open a web browser and enter the UCS central IP address or the fully qualified domain name.
2. From the Administration menu, choose *Diagnostics > Tech Support Files*.
3. Click the *Create and  Download Tech Support file*.



4. Click the *All* radio button.
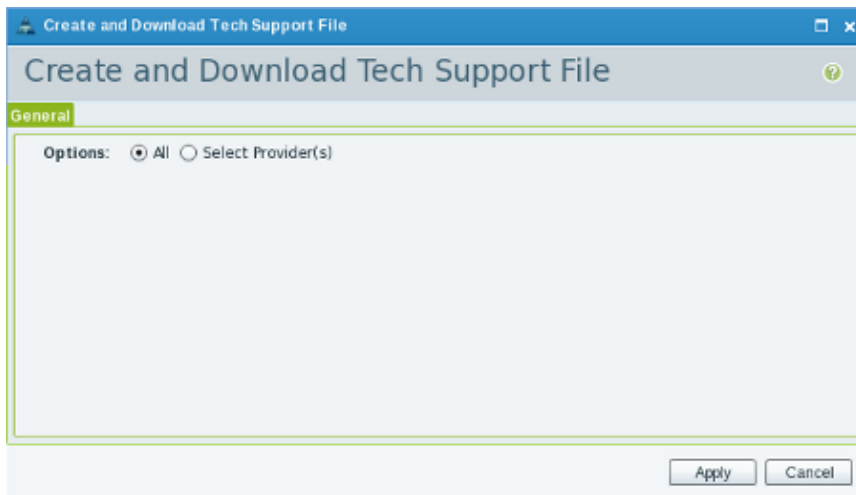
5. When prompted, click **Download Now** in order to download the file to the local system.



# Method 2: Command–line Interface

In order to collect and export the technical support bundle, open a Secure Shell (SSH) to UCS central and complete these steps:

1. In order to switch to the local management context, enter the ***connect local–mgmt*** command.

   ```
   ucs-central# connect local-mgmt
   ```
2. Execute this configuration in order to collect the technical support bundle.

   ```
   ucs-central(local-mgmt)# show tech-support detail
   Initiating tech-support information on ucs-central.localdomain
   All tech-support tasks are completed.
   ```

   The detailed technical support information is located in this folder location:
   volatile:///20130420070352_ucs–central.localdomain_techsupport_UCSCENTRAL_ALL.tgz
3. Copy the technical support file out of UCS Central to another system.

   ```
   ucs-central(local-mgmt)# copy volatile:/<file-name> <destination>
   ftp: URI of destination file
   scp: URI of destination file
   sftp: URI of destination file
   tftp: URI of destination file
   ```

The file collected through either Method #1 or #2 can be uploaded toTAC Service Request.

# Related Information

- ♦ *Technical Support & Documentation − Cisco Systems*

Updated: Jun 04, 2013                                    Document ID: 116120