# **Collect Intersight Managed Mode Device Log Bundle in Device Console**

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# Introduction

This document describes how to collect logs from device console in Intersight Managed Mode (IMM) in case the device can not be accessed from IMM.

# Prerequisites

#### Requirements

There are no specific requirements for this document.

#### **Components Used**

This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

### **Background Information**

There are some cases where a component such as a Fabric Interconnect (FI), Fabric Extender, Chassis, or Server disconnect from Intersight resulting in the inability for Cisco TAC to pull logs through Intersight or manually via the Intersight GUI. In those cases, logs are still necessary for troubleshooting, and there is another way to collect them which is through Device Console.

# Solution

First you need to locate the IP address of one of the Fabric Interconnects in the domain. This can be located under the **Fabric Interconnect** (1) tab in IMM under the **Management IP** address Column (2).

| ≡   | ៉ៅដែរ Intersight 🦂 😽            | Infrastructure Service $ \checkmark $ | Q Search  | C 0 . 1 01                                  | A 📧 🗘 🕻   | 964 🛕 464                  |  |
|-----|---------------------------------|---------------------------------------|---|---|---|----------------------------|--|
| :@: | Overview                        | Fabric Interconr                      | nects   |   |   |                            |  |
| Ô   | Operate ^<br>Servers            |                                       | +<br>   | xport 52 items found                        | 26 → per page   | ≪ < 1 of 2                 |  |
| 1   | Chassis<br>Fabric Interconnects | Health                                | Connection %<br>© Connected 48<br>Not Connected 4 | Contract Status 🛛                           | Bundle Version<br>4.2(1f) 5<br>4.1(3)) 4<br>4.3(2c) 4 |                            |  |
|     | HyperFlex Clusters              | • Healthy 9                           |   | Contract Status                             | 2<br>Managamant ID                                    | (2d) 4<br>her 35           |  |
|     | Integrated Systems              | 5-IMM-6536                            | FI-A C Healthy                                    | Contract status     O Not Covered           | 5.200   | UCS-FI-6536                |  |
| ©   | Analyze ^                       | 2-IMM-6536                            | FI-A O Critical<br>FI-B O Critical                | Not Covered     Not Covered     Not Covered | 3.200<br>3.200<br>3.201                               | UCS-FI-6536<br>UCS-FI-6536 |  |

Location of Fabric Interconnects and Management IP addresses within IMM

After locating the FI IP address, connect to Device Console of the FI by entering **https://fi-ip-address** (Ensure to replace fi-ip-address with the IP address you found in IMM) and log in.

| 0   | https://    | 5.200                   |          |                         |                 |                |                       | * |
|-----|-------------|-------------------------|----------|-------------------------|-----------------|----------------|-----------------------|---|
| ted | A Taultonia | 💮 Cisco Integrated Mana | 🛕 My Pod | 🜔 Pure Storage Administ | 🛕 UCSM X Series | A Carto Donais | 🕀 6500 Device Console |   |
|     |             |                         |          |                         |                 |                |                       |   |
|     |             |                         |          | uludu<br>cisco          |                 |                |                       |   |
|     |             |                         | DE       |                         | ONSO            | LE             |                       |   |
|     |             |                         | 01       |                         |                 |                |                       |   |
|     |             |                         | Sign In  |                         |                 |                |                       |   |
|     |             |                         | Username | e *                     |                 | 0              |                       |   |
|     |             |                         |          |                         |                 |                |                       |   |
|     |             |                         | Password | *                       |                 | <u> </u>       |                       |   |
|     |             |                         |          |                         | S               | ign In         |                       |   |
|     |             |                         |          |                         |                 |                |                       |   |
|     |             |                         |          |                         |                 |                |                       |   |
|     |             |                         |          |                         |                 |                |                       |   |
|     |             |                         |          |                         |                 |                | d trademarks of       |   |

Once you are logged in, you see this page. Click on Diagnostic Data.

| $\leftarrow \rightarrow G$       | O 🗛 🕶 https:// 5.200                 |   |  | * |            |        | ٢ | பி |
|----------------------------------|--------------------------------------|---|--|---|------------|--------|---|----|
| 🕀 Import bookmarks 👋 Getting Sta | ted 🔺 🟣 Domain 💮 Cisco Integrated Ma | ana 🛕 My Pod \land Pure Storage Adminis | t 🛕 UCSM X Series 🛕 🔂 Domain 💮 6500 Device Console |   |            |        |   |    |
| cisco DE                         |                                      | MM-6536                                 |  |   | 0          | G      |   |    |
| SYSTEM INFORM                    | TION DEVICE CONNECTOR INVEN          | TORY DIAGNOSTIC DATA                    |  |   |            |        |   |    |
| Fabric Interco                   | nnect A (Primary)                    |   | Fabric Interconnect B (Subordinate)                |   |            |        |   |    |
| Management                       | Ps                                   | 5.200                                   | Management IPs                                     |   |            | 5.201  |   |    |
| Model                            |                                      | UCS-FI-6536                             | Model  |   | UCS-FI     | -6536  |   |    |
| Serial                           |                                      | 1003401108                              | Serial   |   | rise de la | -      |   |    |
| Firmware Vers                    | on                                   | 9.3(5)l43(2b)                           | Firmware Version                                   |   | 9.3(5)4    | i3(2b) |   |    |
| Available Merr                   | bry                                  | 19.11 MiB                               | Available Memory                                   |   | 19.1       | 1 MiB  |   |    |
| Total Memory                     |                                      | 31.31 MIB                               | Total Memory                                       |   | 31.3       | 1 MiB  |   |    |
|                                  |                                      |   |  |   |            |        |   |    |

Device Console Landing Page/Diagnostic Data

#### From the Diagnostic Data tab, click Generate Tech Support Bundle.

| C A r https:// 5.200/an/tech-support/?ScurrentPage=1&SpageSize=10 |                                |                             |                          |                         |                            |       |  |
|---|--------------------------------|-----------------------------|--------------------------|-------------------------|----------------------------|-------|--|
| narks 🐞 Getting Started 🔺 🔤                                       | Domain   Gisco Integrated Mana | a 🛕 My Pod 🛛 💎 Pure Storage | Administ 🛕 UCSM X Series | 🛦 👘 Domain 🕀 6500 Devie | e Console                  |       |  |
| cisco DEVICE CON  | SOLE                           | M-6536                      |                          |                         | 0                          | G     |  |
| SYSTEM INFORMATION DE   | VICE CONNECTOR INVENTO         | RY DIAGNOSTIC DATA          |                          |                         |                            |       |  |
|   |                                |                             |                          |                         | Generate Tech Support Bu   | indie |  |
|   |                                |                             | 4 it                     | ems found 10 v per pag  | pe K < <u>1</u> of 1 > > > | ٢     |  |
| Date/Time   |                                | Oper State                  | Bundle Type              |                         |                            | Ş     |  |
| Feb 22, 2024 9:02 AM  |                                |                             | Server                   |                         | 123.58 MiB                 |       |  |
| Jan 17, 2024 10:47 AM   |                                |                             | Fabric Interconnect      |                         | 213.84 MiB                 |       |  |
| Oct 18, 2023 10:27 AM   |                                |                             | Fabric Interconnect      |                         | 121.52 MiB                 |       |  |
| Oct 12, 2023 4:14 PM  |                                |                             | Fabric Interconnect      |                         | 231.06 MiB                 |       |  |
|   |                                |                             |                          |                         |                            | N     |  |
|   |                                |                             |                          |                         |                            |       |  |

Generate Tech Support Bundle

This brings up a prompt where you select which device to collect logs for. After selecting the desired device, click **Generate**.

| Device Type * |        |          |
|---------------|--------|----------|
| Server        |        | <u> </u> |
|               |        |          |
| Server *      |        |          |
| 65            | 36-1-1 | ~        |
|               |        |          |
|               |        |          |
|               |        |          |
|               | Canaal | Conserto |

Generate logs

When the logs finish generating, select  $\dots$  (1) and select **Download** (2).

| С       | 08                           | or https://        | .200/an/tecl | n-support/?\$curre | entPage=1&\$pageSize= | =10                   |                       |        |                     |   |
|---------|------------------------------|--------------------|--------------|--------------------|-----------------------|-----------------------|-----------------------|--------|---------------------|---|
| okmarks | ڬ Getting Started  🔺         | Domain 🕀 Cisco Int | egrated Mana | 🛕 My Pod 🌾         | Pure Storage Administ | 🛕 UCSM X Series 🔺 🖬 D | omain 💮 6500 Device C | onsole |                     |   |
|         | cisco DEVICE CO              | ONSOLE             | IM           | M-6536             |                       |                       |                       |        | 0                   | G |
| 1       | SYSTEM INFORMATION           | DEVICE CONNECTOR   | INVENTO      | RY DIAGNOST        | IC DATA               |                       |                       |        |                     |   |
|         | Generate Tech Support Bundle |                    |              |                    |                       |                       |                       |        |                     |   |
|         |                              |                    |              |                    |                       | 4 items found         | 10 v per page         |        | 1_ of 1 [>] [>]     |   |
|         | Date/Time                    |                    |              | Oper State         | Bundle Ty             | pe Reason             |                       |        |                     |   |
|         | Feb 22, 2024 9:02 AM         |                    |              |                    | Server                |                       |                       |        | 123.58 M            |   |
|         | Jan 17, 2024 10:47 AM        |                    |              |                    | Fabric Inte           | erconnect -           |                       | 2      | Download            |   |
|         | Oct 18, 2023 10:27 AM        |                    |              |                    | Fabric Inte           | erconnect -           |                       |        | Delete              |   |
|         | Oct 12, 2023 4:14 PM         |                    |              | Ø Available        | Fabric Inte           | erconnect -           |                       |        | 231.06 MiB          |   |
|         |                              |                    |              |                    |                       |                       |                       |        | K < <u>1</u> of 1 [ |   |

Download logs

The logs can now be uploaded to the TAC SR.

# Conclusion

Utilizing the information above, you now know how to collect logs in the event your devices cannot communicate with Intersight.

### Notes

Additional methods of collecting logs in IMM is found here:

Collect Intersight Managed UCS Tech Support Bundles Manually

Log bundle collection for UCSM and CIMC is here:

Collect UCS Tech Support Files - B, C, and S Series