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CAE UCS 1.4.1 Show techsupport enhancements



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1 Introduction

This White Paper will guide the user through the configuration of enhancements to the end user GUI. These are not new features, but enhancements to existing features and allow using the GUI to create show tech reports. The GUI enhancements allow for downloading the show tech files, and cores using the GUI interface to the local PC browser.

1.1 What Cisco Provides

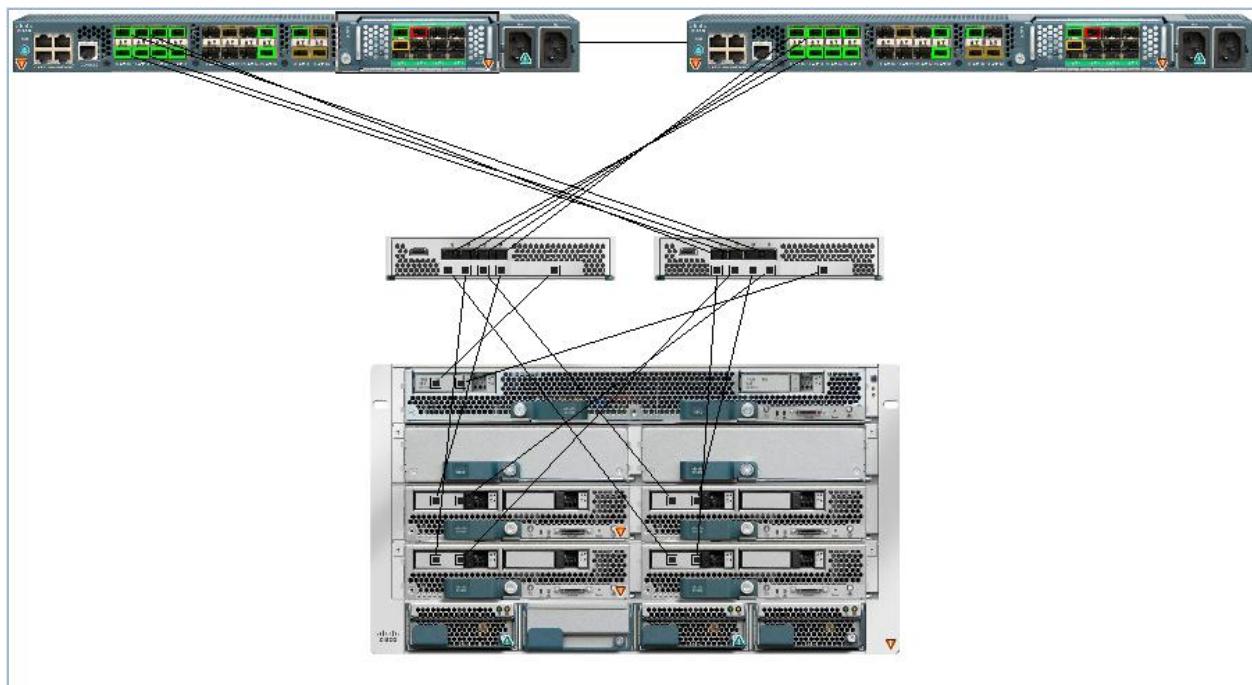
- Software
 - UCS 1.4.1 Image

1.2 What the Field Site Must Provide

- Hardware Requirements
 - UCS system

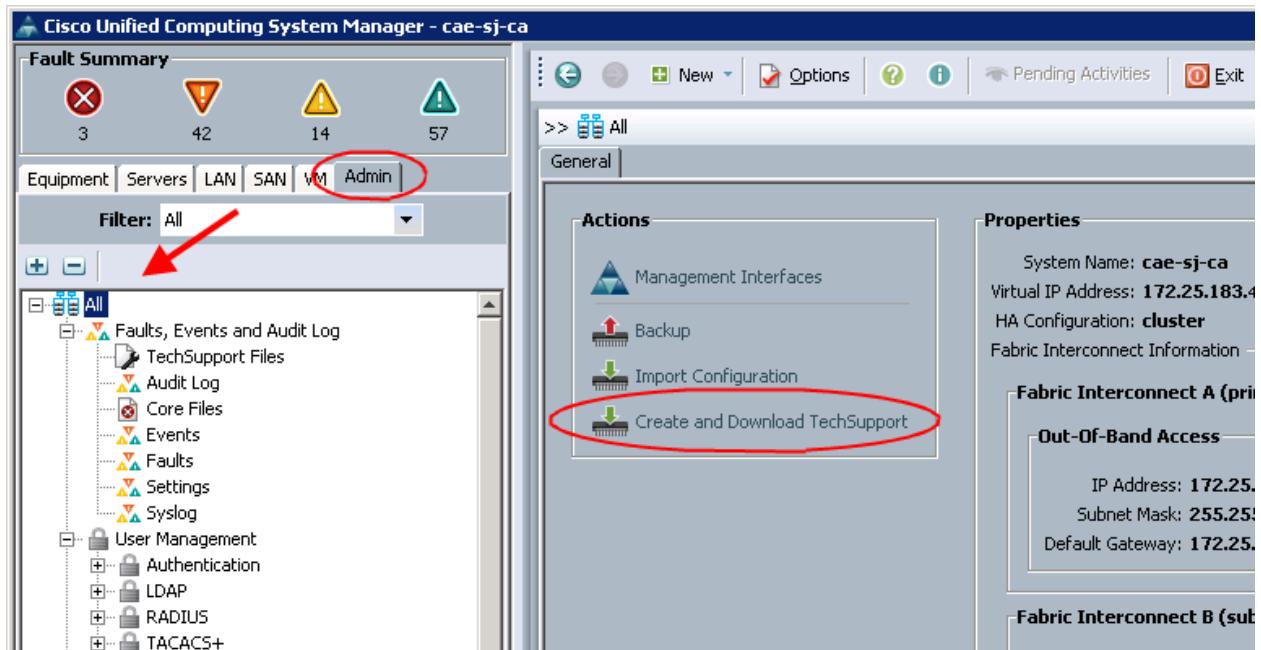
1.3 Topology Used for this White Paper

Below is the topology used for creation of this document.

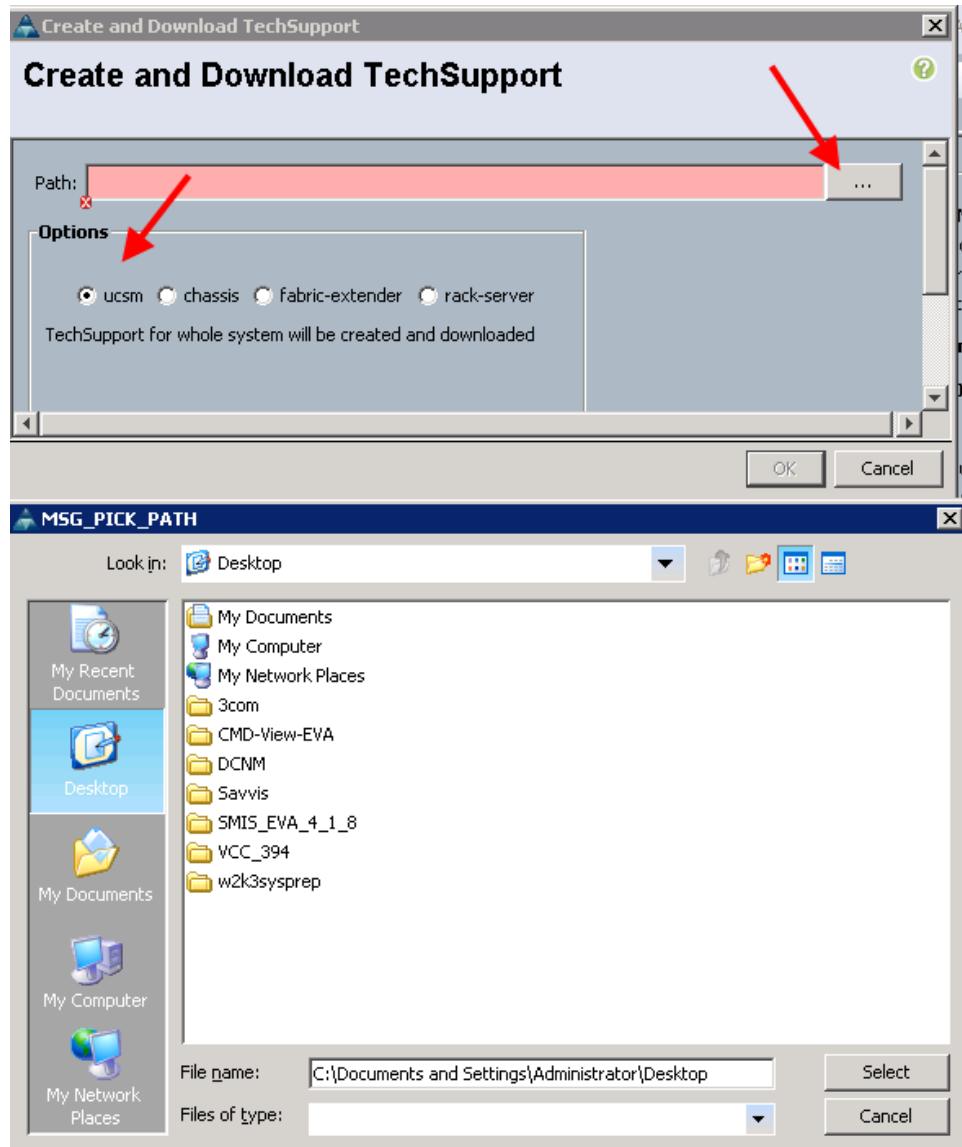


1.4 UCS core files and show tech-support capture and download

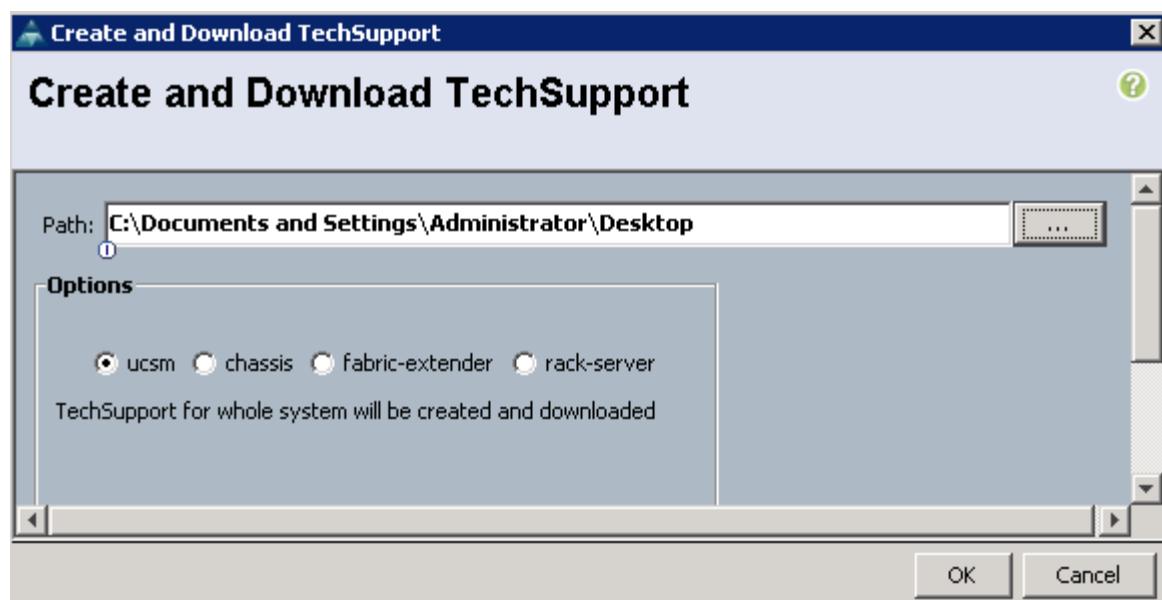
- 1) These features provide capturing and downloading files using the GUI.
- 2) Under the Admin tab, select All to access the TechSupport action



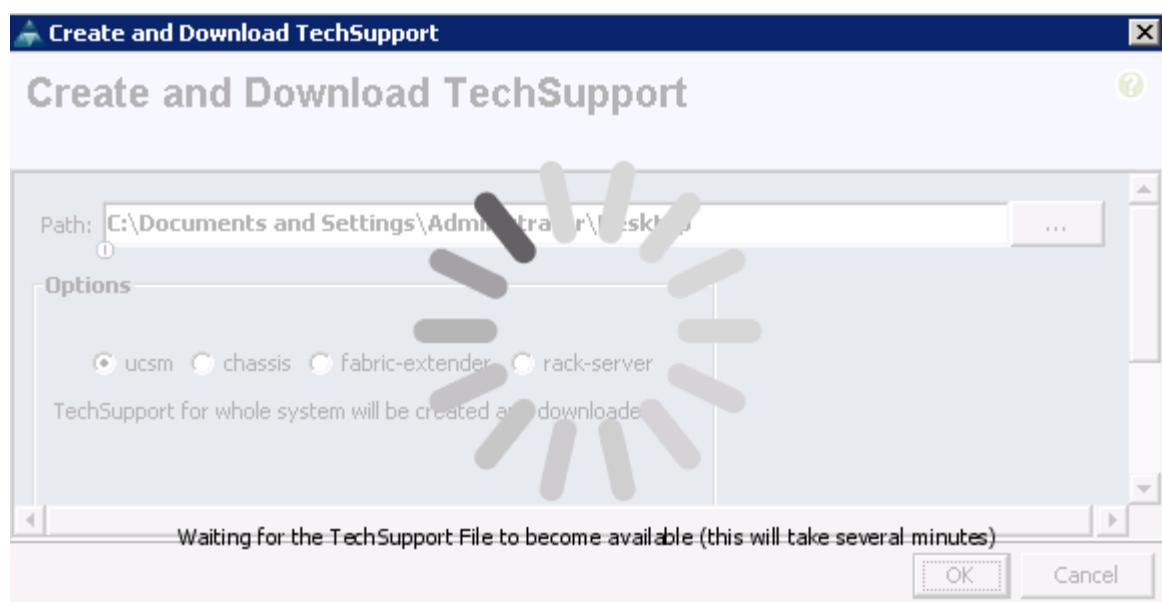
- 3) Select the scope of the tech-support (UCSM, Chassis, IOM, RackServer) and location to download the file.



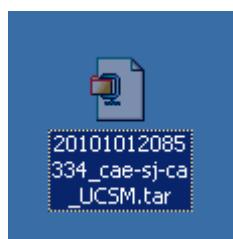
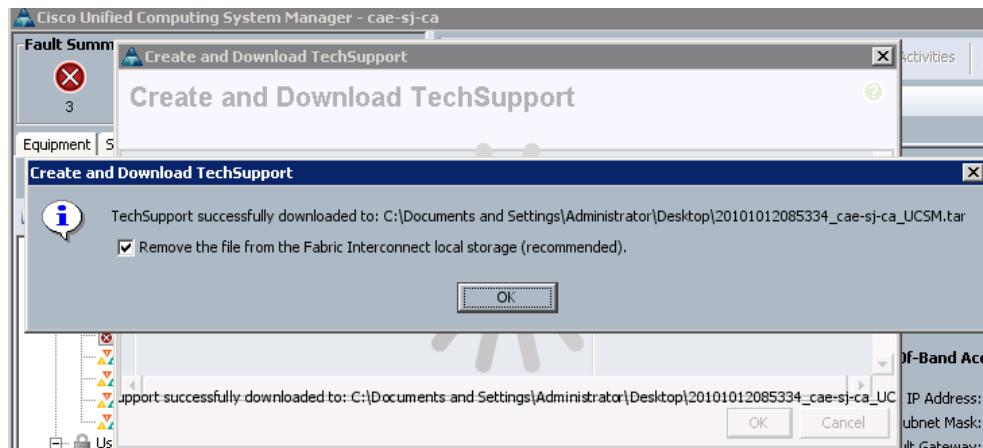
- 4) Begin the creation of the techsupport file



5) In process screen



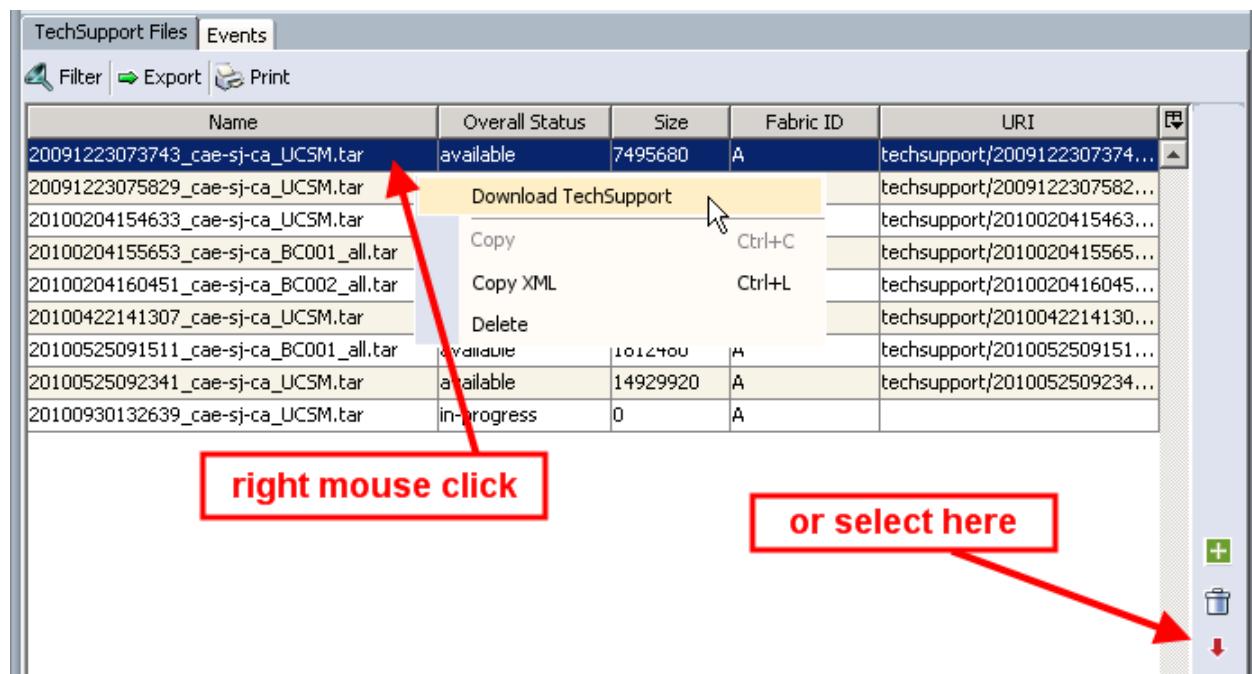
6) Complete



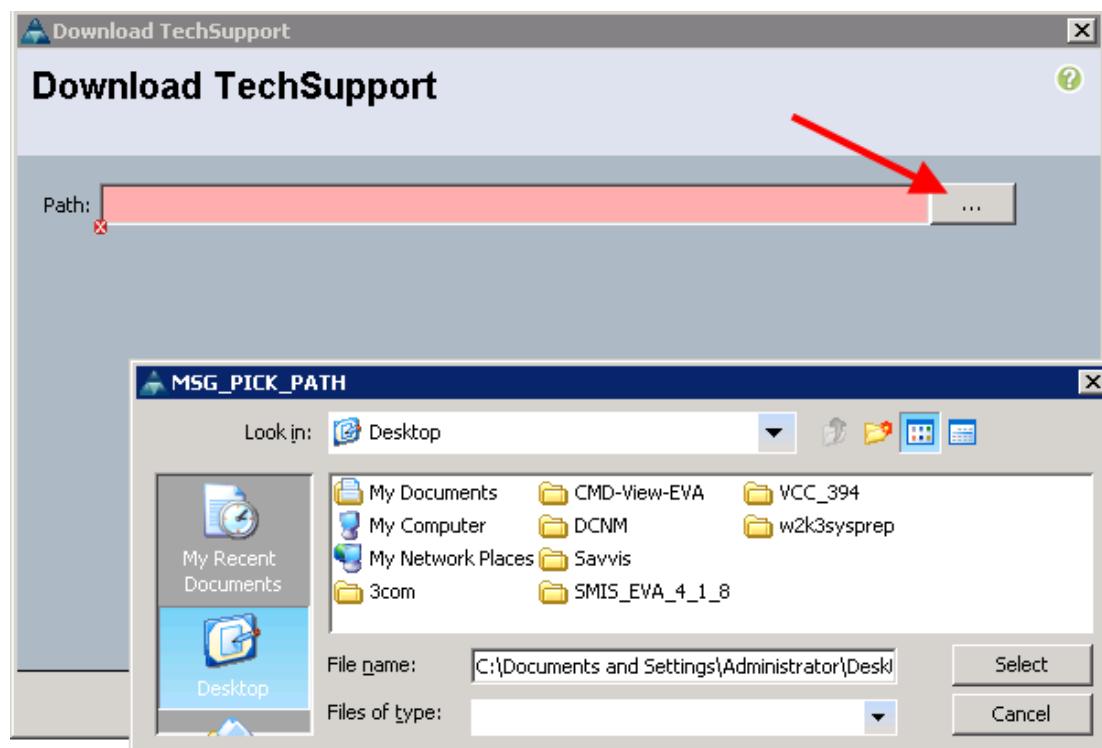
- 7) A show tech-support created in the GUI will be deleted from the Fabric interconnect after successful download
- 8) For show tech-supports that were created in the CLI. They may be downloaded using the GUI

The screenshot shows the Cisco Unified Computing System Manager interface. The left sidebar navigation tree has a red arrow pointing to the "TechSupport Files" node under the "Faults, Events and Audit Log" category. The main pane displays a table of TechSupport files:

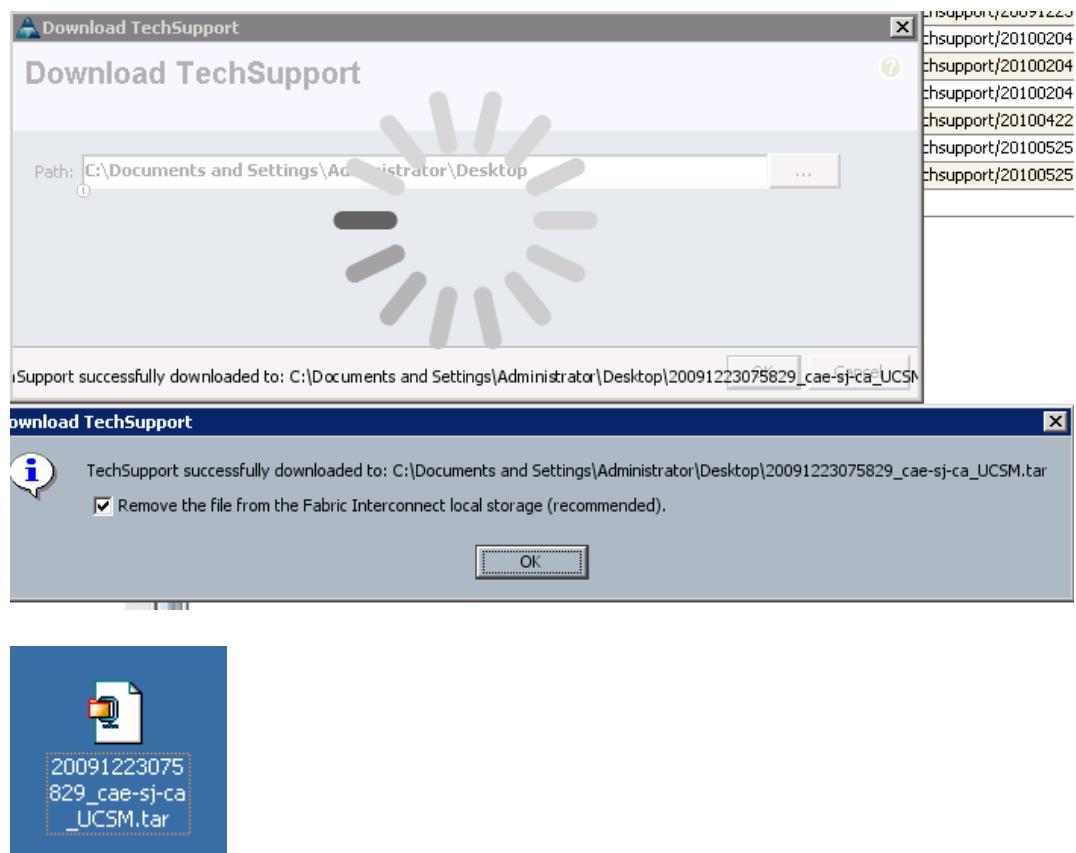
Name	Overall Status	Size	Fabric ID	URI
20091223073743_cae-sj-ca_UCSM.tar	available	7495680	A	techsupport/2009122307374...
20091223075829_cae-sj-ca_UCSM.tar	available	7434240	A	techsupport/2009122307582...
20100204154633_cae-sj-ca_UCSM.tar	available	5980160	A	techsupport/2010020415463...
20100204155653_cae-sj-ca_BC001_all.tar	available	1320960	A	techsupport/2010020415565...
20100204160451_cae-sj-ca_BC002_all.tar	available	1351680	A	techsupport/2010020416045...
20100422141307_cae-sj-ca_UCSM.tar	available	13598720	A	techsupport/2010042214130...
20100525091511_cae-sj-ca_BC001_all.tar	available	1812480	A	techsupport/2010052509151...
20100525092341_cae-sj-ca_UCSM.tar	available	14929920	A	techsupport/2010052509234...



9) Select a download location on the local system



10) Begin the download, complete



11) The GUI download feature also works with core files

The screenshot shows the Cisco Unified Computing System Manager (UCSM) interface:

- Fault Summary**: A summary panel showing counts for Critical (3), Major (42), Minor (14), and Info (58) faults.
- Core Files**: A detailed view of core files. The left sidebar shows "Core Files" selected under "Faults, Events and Audit Log". The right pane lists core files with columns for Name, Fabric ID, and Description. One row is highlighted with a yellow background, and a context menu is open over it, showing options: "Download Core File", "Copy", "Copy XML", and "Delete".

Name	Fabric ID	Description
1276211098_		Download Core File
1281030094_		Copy
1284046308_		Copy XML
1285075752_		Delete
1285075803_		
1285076105_		
1285076404_cae-...	A	IOM core dump
1285076703_cae-...	A	IOM core dump