Collect Intersight Managed UCS Tech Support Bundles Manually

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Introduction

This document describes one method of collecting Tech Support bundles from Intersight Managed servers.

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

In case of network failure to the Intersight Cloud, TAC can not collect Tech Support files remotely. These files are still required to properly diagnose and resolve UCS related issues.

Support Bundle Matrix

This is not an exhaustive list, but can be referenced as a starting point to identify which bundles are required for general issues.

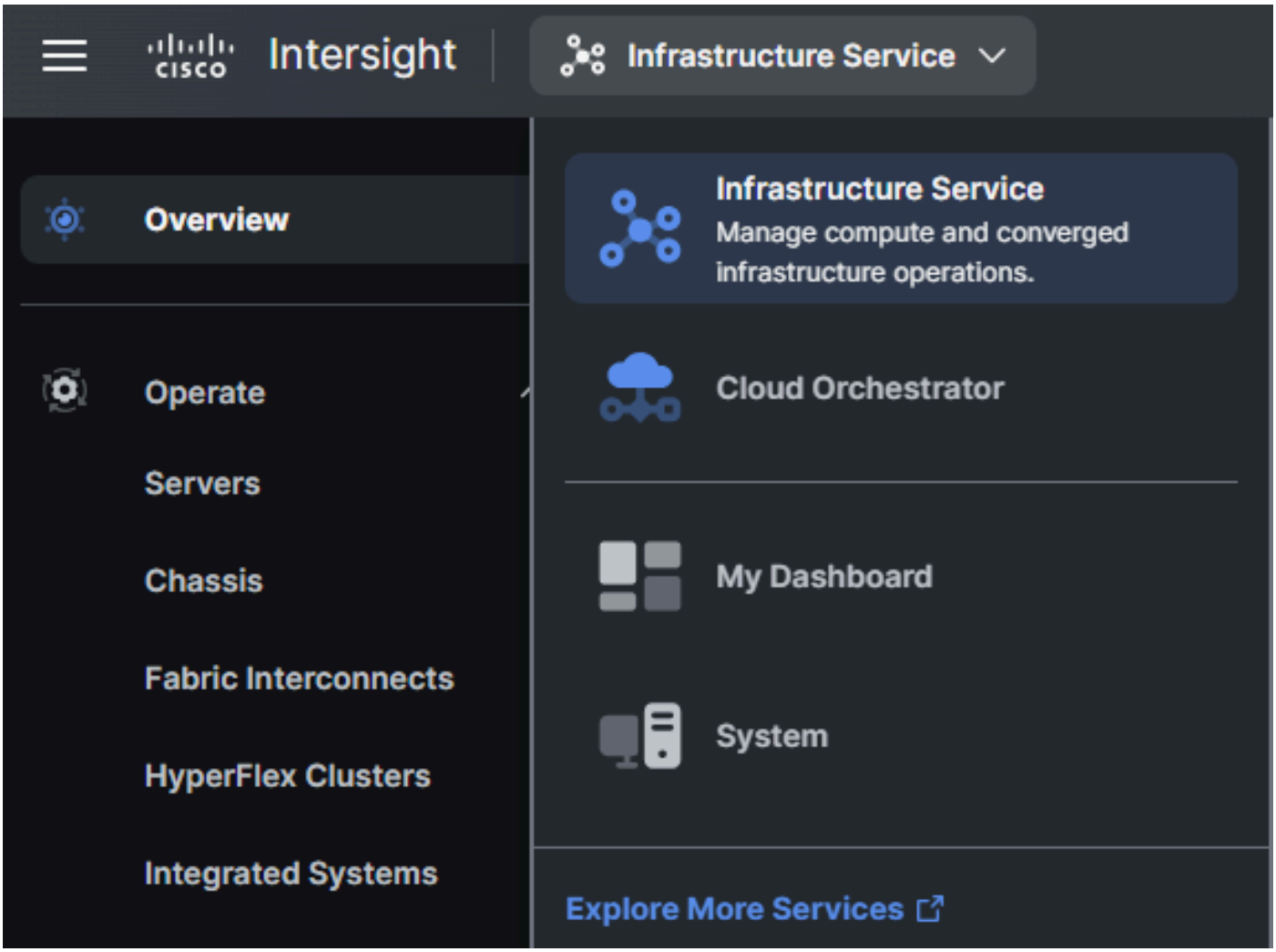
Component Bundle	
Server (C-Series, B-Series, X-Series)	Memory Faults
	CPU
	SAS or HBA Controller
	Storage Disk
	Virtual Interface Card (VIC)
Server (C-Series Rack Unit)	Server Fan
	Memory Faults
	CPU
	SAS or HBA Controller
	Storage Disk
	Virtual Interface Card (VIC)
Chassis	Chassis related Faults
	Fan
	Power Supply
Fabric Interconnect	Overall Infrastructure Data
	Firmware Faults
	Upgrade Failures
	Networking Faults

Solution

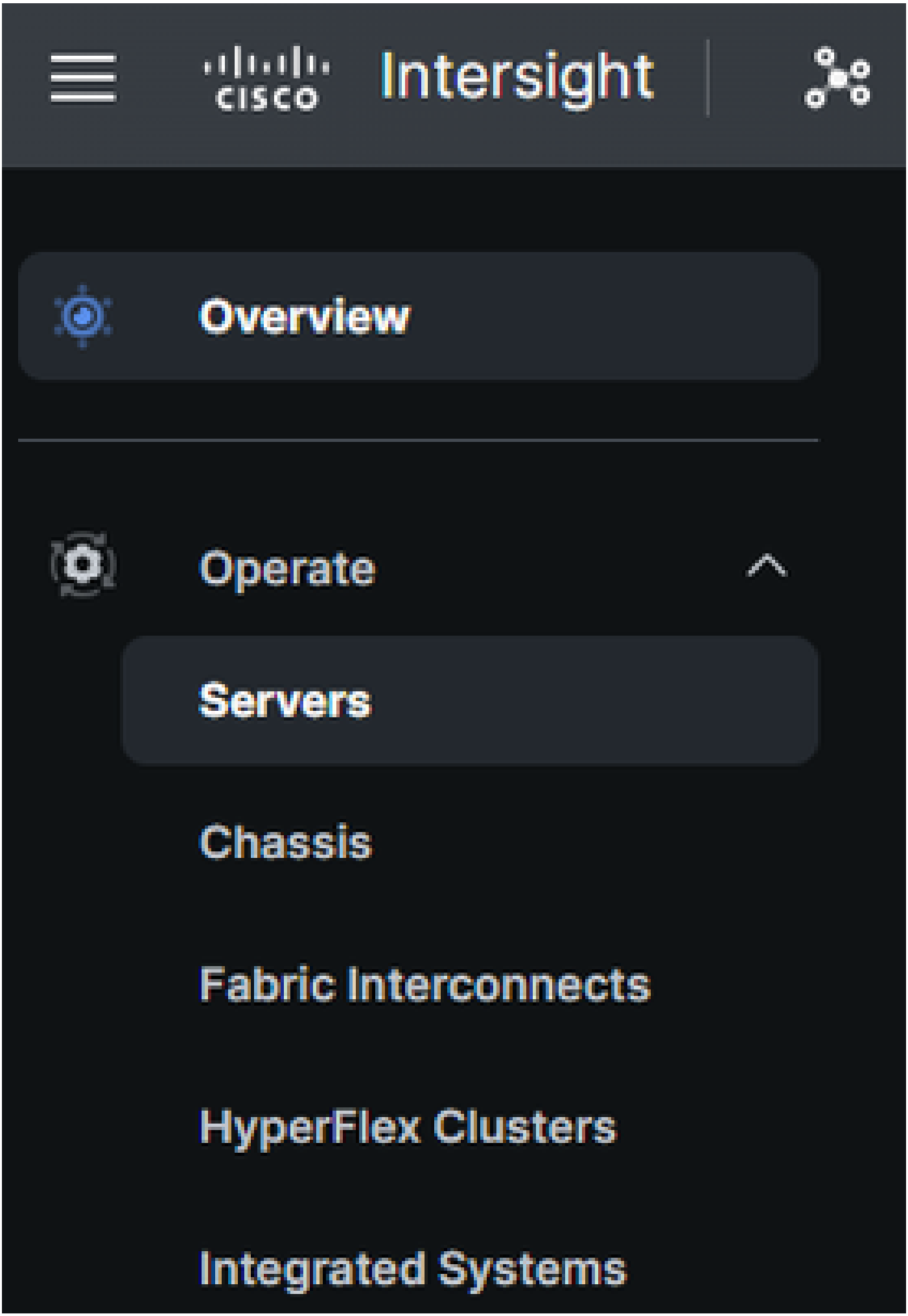
Tech Support Collection:

Servers

After logging in to Intersight and selecting your account role, select **Infrastructure Service** from the menu on the top bar:



Navigate to **Operate > Servers** in the navigation pane on the far left:



In the action pane on the right, **use the necessary filters**
to find the server needing tech support collection ("imm" used in example below):