# Collect Tech Support Files for Hyperflex UI and CLI

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## Introduction

This document describes how to collect tech support files for the Hyperflex UI and CLI.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

This document is not restricted to specific hardware and software 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

When you contact Cisco TAC, tech support files are a critical part of the troubleshooting process.

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**Note**: For customers who use Cisco Intersight and have UCS Manager and HyperFlex Connect connected to Intersight, Cisco TAC can collect UCS Hardware or Storage Controller (storfs-support) files without them being manually uploaded.

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# Contents

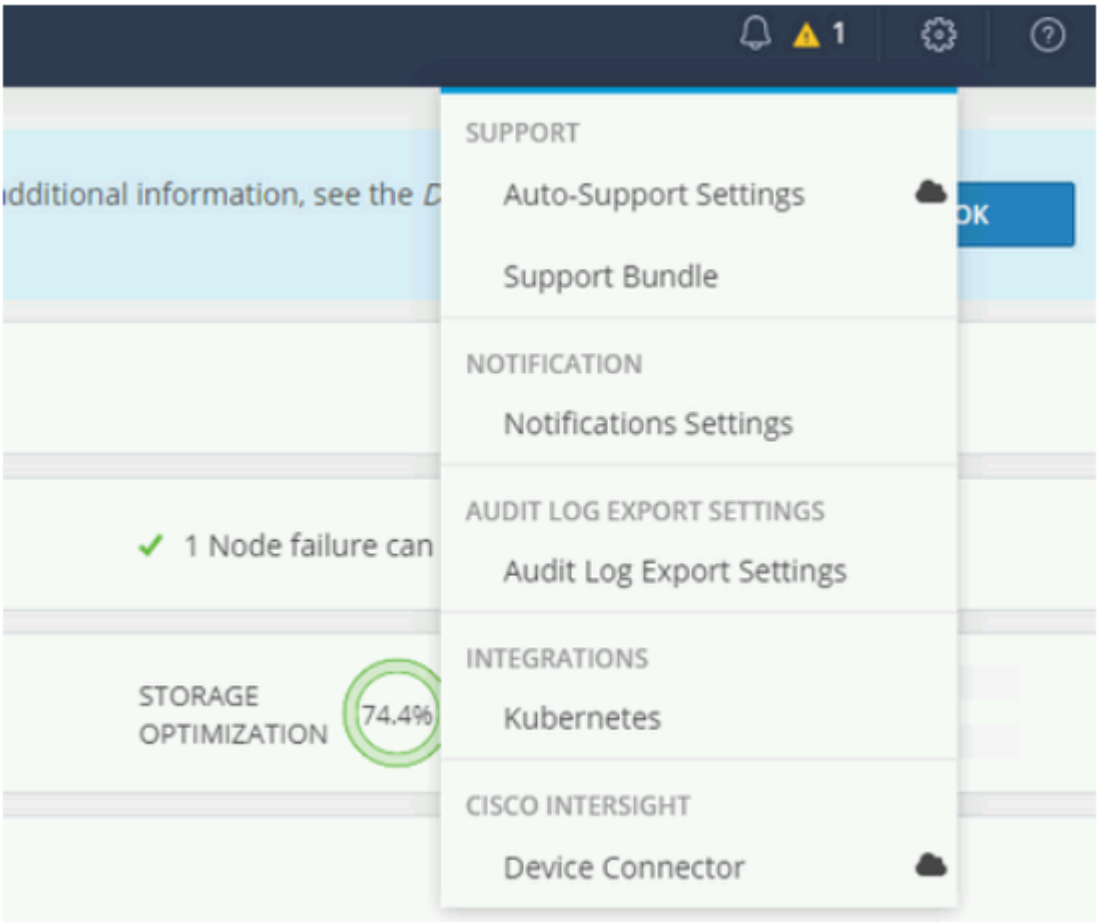
## HX 4.0 Onwards : HyperFlex Data Platform Support Bundle

### From HX Connect UI

The recommended method to collect support bundles is through the HX Connect user interface. You can generate a support bundle that collects the logs from every selected controller VM and ESXi host in the HX storage cluster. The vCenter logs are not collected through HX Connect.

All support bundle timestamps are listed in the UTC timezone regardless of cluster timezone or server timezone settings.

Step 1. Log in to **HX Connect** and click **Settings** and then **Support Bundle**.

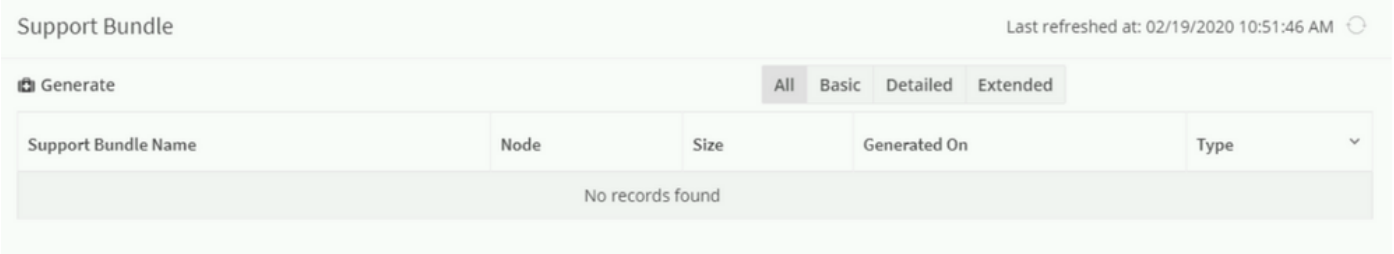



Step 2. Under Support Bundle, you can now see three options- Basic, Detailed and Extended.

Basic - Cisco HX Data Platform logs.

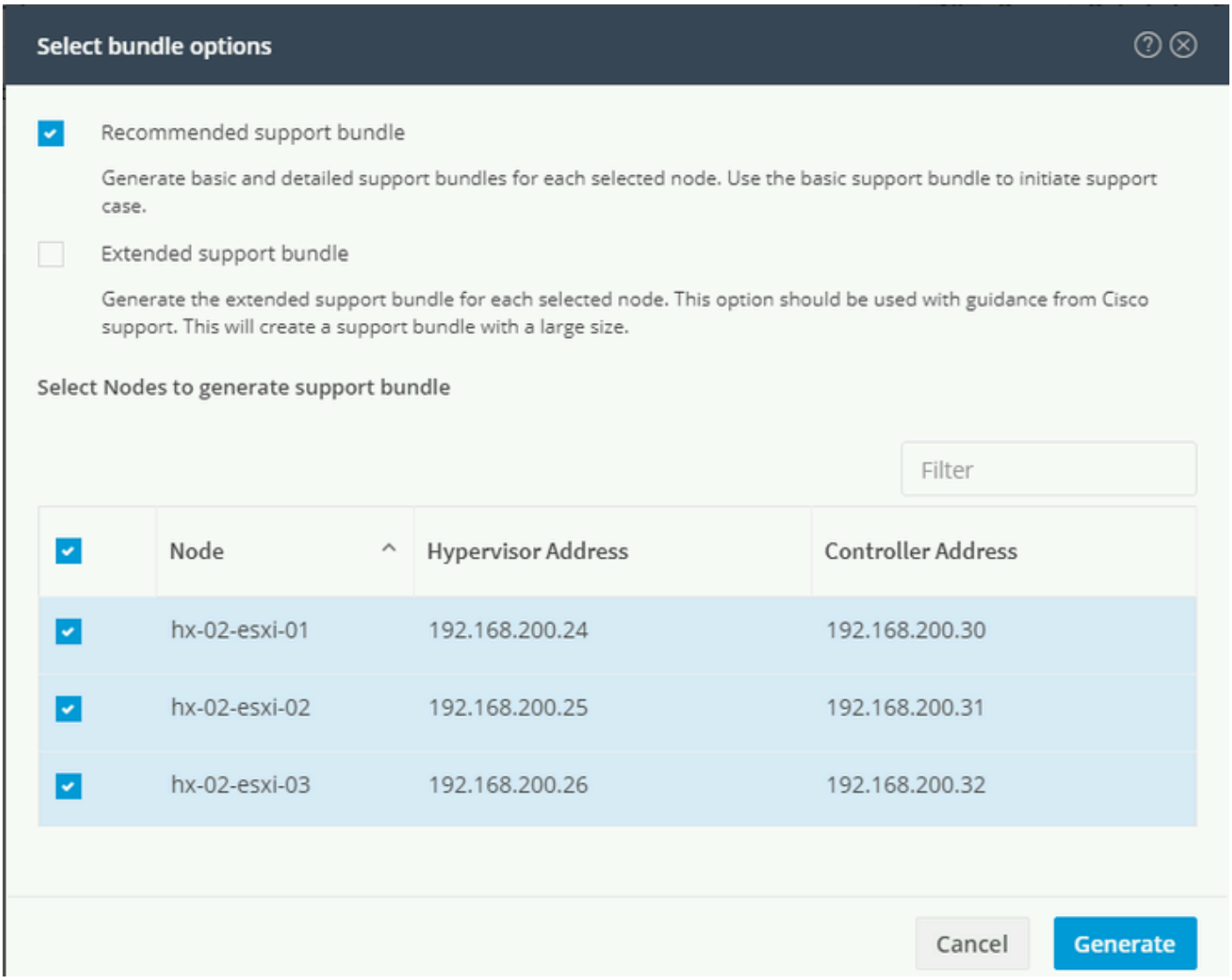
Detailed - Gathers Hyper-V logs and performance data for the environment in addition to the Basic support bundle. This is the default Support bundle as generated by storfs-support command.

Extended - When generated with just Extended support bundle option alone, then it only contains core files. When generated with the Recommended Support bundle and Extended Support bundle option, then it includes core files and detailed support bundles.



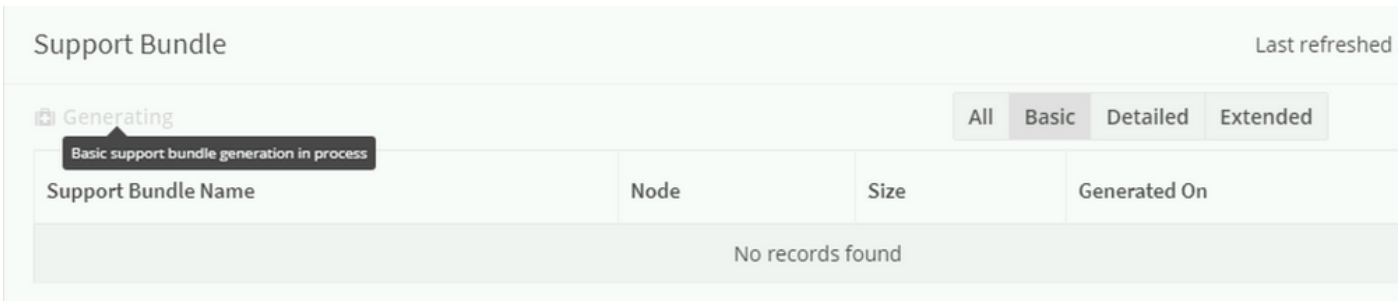

Step 3. Click **Generate**. This can give you a pop up to select the node and generate different types of support bundles for download.

- The default option is to generate Recommended Support Bundle.
- Recommended Support Bundle triggers creation of both Basic Support Bundle and Detailed Support Bundle from the same option.
- All the nodes are selected by default. Uncheck the Nodes which are not required manually.



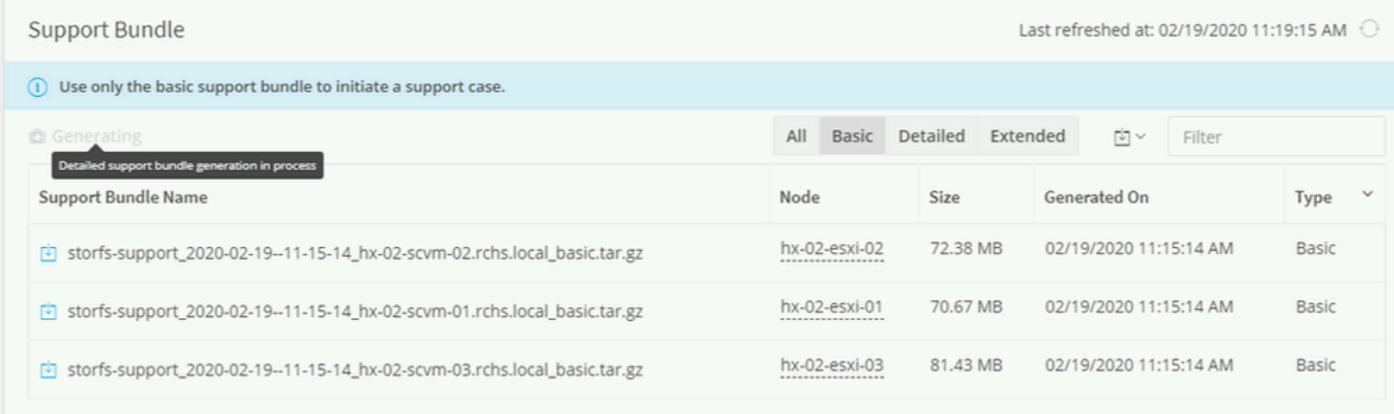

Click **Generate** to start the support bundle creation.

Once done, the Generate option can be greyed out and it can show you **Basic support bundle generation in process**.



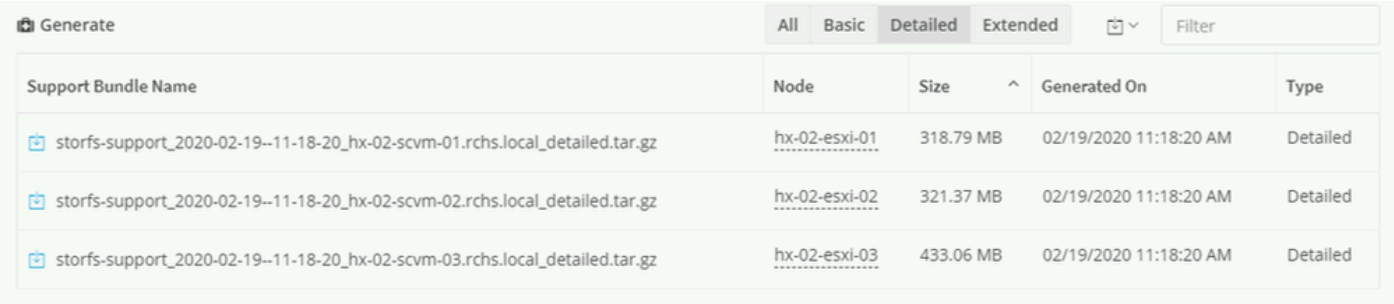
Once the basic support bundle generation is completed, it can start to generate the detailed support bundle. You can confirm this when you browse to the Basic tab.

The Generate option can be greyed out and it can show you **Detailed support bundle generation in process**.




You can now open TAC cases that use Basic Supported bundle. Detailed supported bundles are required if the case needs to be escalated to Engineering.

Step 4. Once both the support bundles are generated, you see a prompt that says **Support Bundle Generation Completed**. Next, you can download **Basic** or **Detailed support bundle** as needed.




## HyperFlex Data Platform Support Bundle: Hyperflex Cluster UI Method (HX Version 2.5 ~ 3.5)

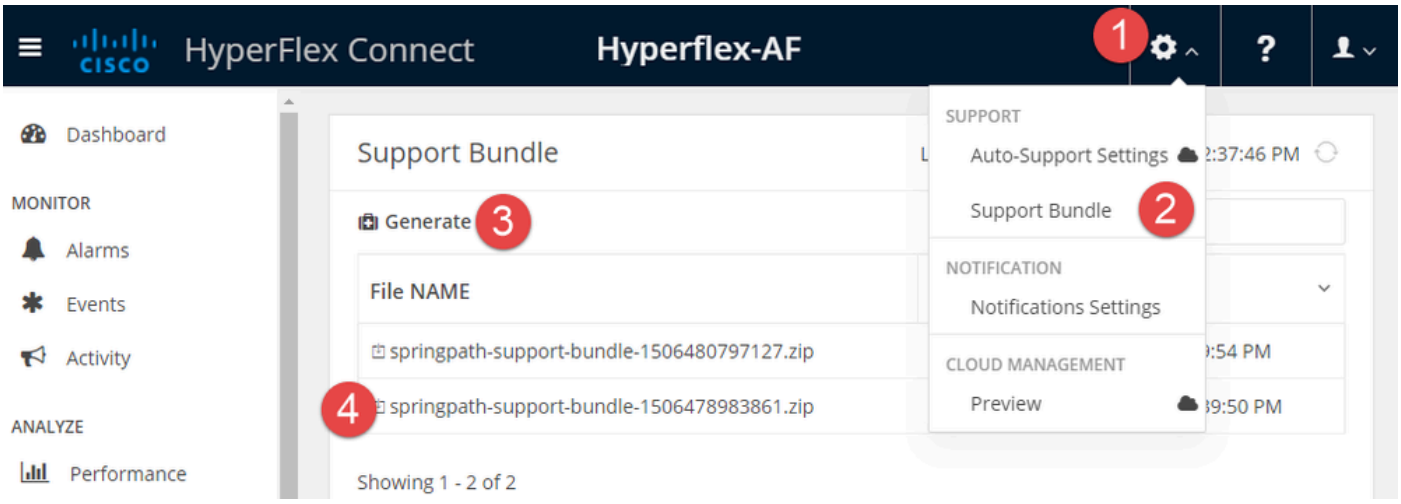
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**Warning**: Due to Cisco bug ID CSCvp58804 Cisco TAC strongly recommends to avoid this method of log collection unless you run a fixed release for the defect, such as Hyperflex 3.5(2c) or later.

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To access this UI, navigate to**https://{stctlvm mgmt ip}**

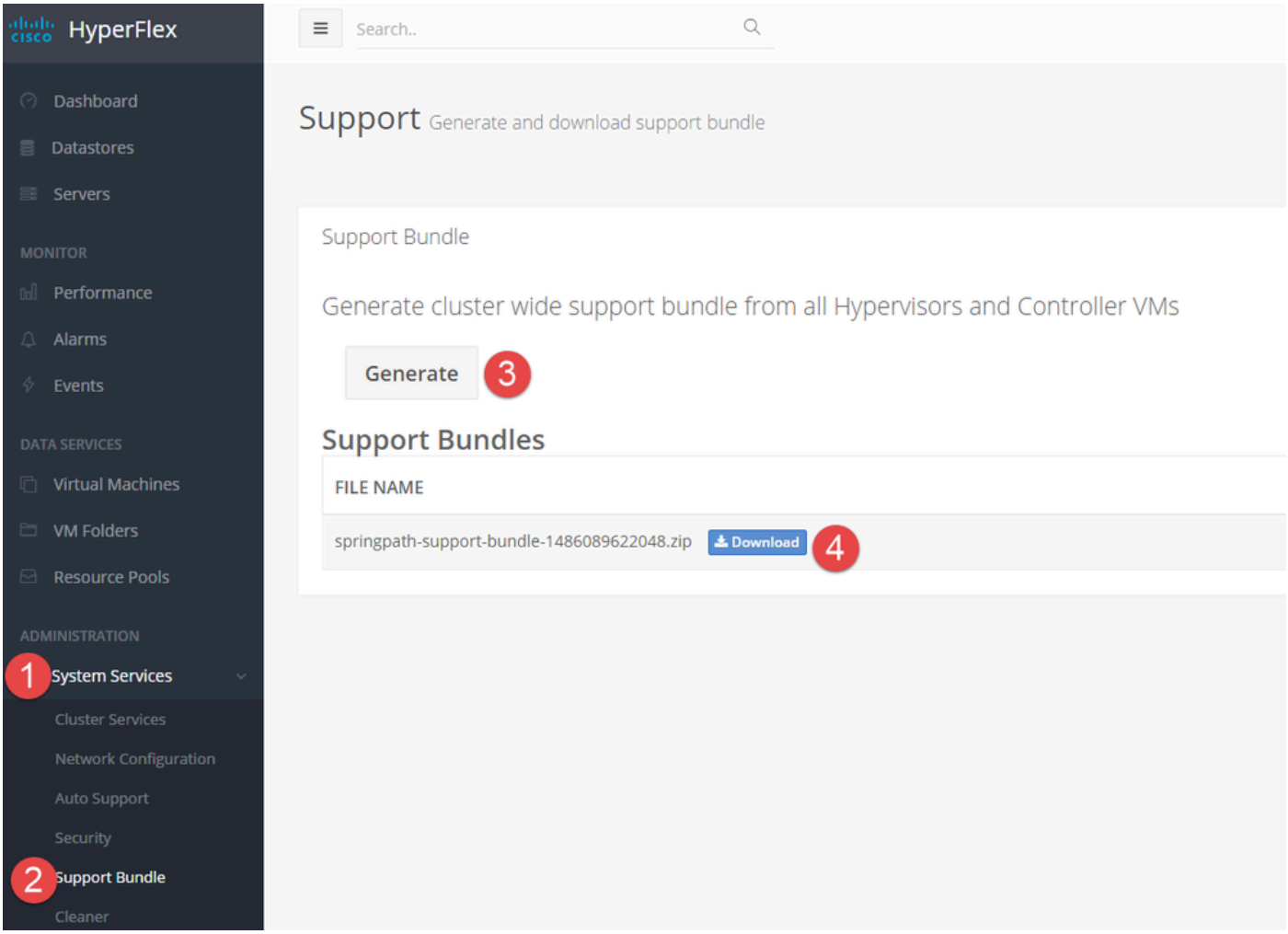
stctlvm = Storage Controller VM




## HyperFlex Data Platform Support Bundle: Hyperflex Cluster UI Method (Pre version 2.5)

To access this UI, navigate to **https://{stctlvm mgmt ip}/ui**

stctlvm = Storage Controller VM



## HyperFlex Data Platform Support Bundle: Hyperflex Cluster CLI Method

Step 1. Use the **storfs-support** command.

Once you log into a storage controller with SSH client, you can run the given command to generate a tech support file. Later, it can be copied with SFTP client.

Detailed Support Bundle

Use the old method and run the CLI command **storfs-support** to generate the default (or detailed support bundle).

<#root>

```
root@SpringpathController0FDF9RNMJK:~#
```

**storfs-support**

```
2017-04-28 05:24:18,505 - Storfs-Support - INFO -
2017-04-28 05:24:18,505 - Storfs-Support - INFO -
2017-04-28 05:24:18,505 - Storfs-Support - INFO - Initiating support generation...
2017-04-28 05:24:18,506 - Storfs-Support - INFO -
2017-04-28 05:24:18,506 - Storfs-Support - INFO -
2017-04-28 05:24:18,506 - Storfs-Support - INFO - Generating support archive. This can take some time..
2017-04-28 05:24:18,506 - Storfs-Support - INFO -
2017-04-28 05:31:57,692 - Storfs-Support - INFO - Support archive generated at:
```

**/var/support/storfs-support_2017-04-28--05-24-18_SpringpathController0FDF9RNMJK.tar.gz**

```
2017-04-28 05:31:57,692 - Storfs-Support - INFO - Removing directory... /var/support/cmds_output
```

This CLI scrolls until all files are gathered.

CLI shows the output like this when the tech support bundle is finished:

<#root>

```
2017-04-28 05:31:57,692 - Storfs-Support - INFO -
```

**Support archive generated at:**
**/var/support/storfs-support_2017-04-28--05-24-18_SpringpathController0FDF9RNMJK.tar.gz**

```
2017-04-28 05:31:57,692 - Storfs-Support - INFO - Removing directory...         /var/support/cmds_outpu
2017-04-28 05:31:57,694 - Storfs-Support - INFO -
2017-04-28 05:31:57,694 - Storfs-Support - INFO -
2017-04-28 05:31:57,694 - Storfs-Support - INFO - Adding file...
             /var/support/storfs_support-20170428-052418.out
```

```
2017-04-28 05:31:57,698 - Storfs-Support - INFO - Removing file...
             /var/support/storfs_support-20170428-052418.out
root@SpringpathController0FDF9RNMJK:~#
```

Support bundle is saved to /var/support.

<#root>

```
root@SpringpathController0FDF9RNMJK:~#
```

**ls -lh /var/support**

```
total 398M
drwxrwxrwx+ 3 root root 4.0K Apr 28 05:19 asup
-rw-rw-rw-  1 root root 398M Apr 28 05:31
```

**storfs-support_2017-04-28--05-24-18_SpringpathController0FDF9RNMJK.tar.gz**

```
root@SpringpathController0FDF9RNMJK:~#
```

---

**Note**: With the CLI method, only a bundle for the local storage controller, is generated. If environment logs are required, this must run manually on individual storage controllers.

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These are other options also available to use with the **storfs-support** command:

```
storfs-support --perf
storfs-support --extended
```

**--perf**

Gathers performance data for the environment.

**--extended**

It includes core files that are located in the /var/core directory in the support bundle.

New : Basic Support Bundle

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**Note**: storfs-support DOES have the option for the basic support bundle but DOES NOT have the capability to append the file name (basic vs detailed) to the support bundle file name.

---

As you can see below, the file name for basic bundle is the same as the one generated for detailed storfs-support without any apend.

<#root>

```
root@hx-02-scvm-03:~#

storfs-support --basic


/var/support
2020-02-19 12:33:01,315 - Storfs-Support - INFO -
2020-02-19 12:33:01,315 - Storfs-Support - INFO -
2020-02-19 12:33:01,315 - Storfs-Support - INFO - Initiating support generation...
2020-02-19 12:33:01,317 - Storfs-Support - INFO -
2020-02-19 12:33:01,317 - Storfs-Support - INFO -
2020-02-19 12:33:01,317 - Storfs-Support - INFO - Generating support archive. This can take some time..
2020-02-19 12:33:01,317 - Storfs-Support - INFO -
2020-02-19 12:33:01,317 - Storfs-Support - INFO -
2020-02-19 12:33:01,318 - Storfs-Support - INFO - STORFS_RUNTIMEDIR: /tmp
2020-02-19 12:33:01,318 - Storfs-Support - INFO - STORFS_SOURCEDIR:

2020-02-19 12:35:34,446 - Storfs-Support - INFO -
2020-02-19 12:35:34,446 - Storfs-Support - INFO - Support archive generated at:

/var/support/storfs-support_2020-02-19--12-33-01_hx-02-scvm-03.rchs.local.tar.gz


2020-02-19 12:35:34,446 - Storfs-Support - INFO - Removing directory... /var/support/cmds_output
```

Step 2. Use the **asupcli** command.

Run the command **asupclie** generate. You can run asupcli generate--help to get the list of options.

```
root@hx-02-scvm-03:~# asupcli generate --help
usage: asupcli generate [-h] --type {basic,detailed,core-only}
                        [--prefix PREFIX] [--core]

Generate regular support bundle

optional arguments:
  -h, --help            show this help message and exit
  --type {basic,detailed,core-only}
                        type of bundle [basic|detailed|core-only]
  --prefix PREFIX       prefix to the support bundle file name
  --core                add core to the support bundle
root@hx-02-scvm-03:~#
root@hx-02-scvm-03:~#
```

Generate Default/Detailed Support Bundle

```
root@hx-02-scvm-03:~#
root@hx-02-scvm-03:~# asupcli generate --type detailed
root@hx-02-scvm-03:~#
root@hx-02-scvm-03:~#
```

Generate Basic Support Bundle

```
root@hx-02-scvm-03:~#
root@hx-02-scvm-03:~#
root@hx-02-scvm-03:~# asupcli generate --type basic
root@hx-02-scvm-03:~#
```

The logs are saved under /var/support.

```
root@hx-02-scvm-03:~# cd /var/support/
root@hx-02-scvm-03:/var/support# ls -l
total 1.1G
-rw-rw-rw-  1 root root 435M Feb 19 12:50 storfs-support_2020-02-19--12-42-27_hx-02-scvm-03.rchs.local_detailed.tar.gz
-rw-rw-rw-  1 root root 434M Feb 19 11:26 storfs-support_2020-02-19--11-18-20_hx-02-scvm-03.rchs.local_detailed.tar.gz
-rw-rw-rw-  1 root root  83M Feb 19 12:41 storfs-support_2020-02-19--12-38-52_hx-02-scvm-03.rchs.local_basic.tar.gz
-rw-rw-rw-  1 root root  83M Feb 19 12:35 storfs-support_2020-02-19--12-33-01_hx-02-scvm-03.rchs.local.tar.gz
-rw-rw-rw-  1 root root  82M Feb 19 11:17 storfs-support_2020-02-19--11-15-14_hx-02-scvm-03.rchs.local_basic.tar.gz
drwxrwxrwx+ 3 root root 4.0K Jan 13 17:42 asup
drwxrwxrwx+ 2 root root 4.0K Feb 19 06:00 asup_default
drwxrwxrwx+ 2 root root 4.0K Feb 19 12:44 asup-restapi-outputs
drwxrwxrwx+ 3 root root 4.0K Feb 19 12:49 esx-asup-default
drwxrwxrwx+ 2 root root 4.0K Jan 13 17:42 java_heap_dump
drwxrwxrwx+ 2 root root 4.0K Jan 13 17:43 supportbundle
root@hx-02-scvm-03:/var/support#
```

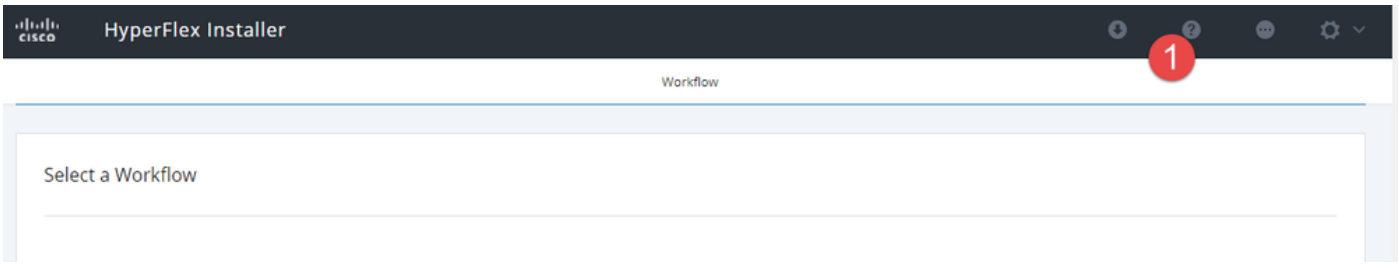
## Capturing Hyperflex Installer Logs: Hyperflex Platform Installer UI Method

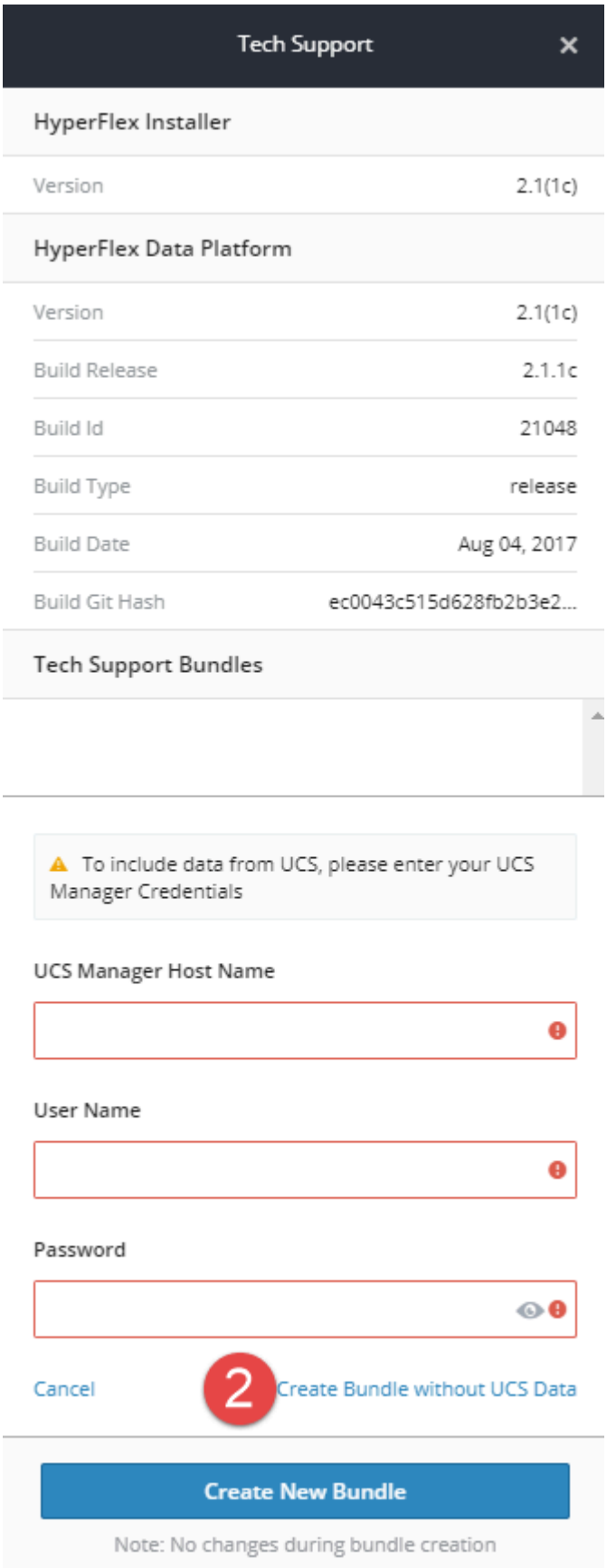
To access this UI, navigate to**https://{HX Installer ip}**.

Log in with credentials:

Username: **root**

Password: **Cisco123**






## Capturing Hyperflex Installer Logs: Hyperflex Platform Installer CLI Method

Once you log in to the platform installer with either with an SSH client or via console, you can run the

given command to generate a tech support file. Later, it can be copied with SFTP client.

<#root>

```
root@Cisco-HX-Data-Platform-Installer:/var/support#
```

**deployment-support**

```
/var/support
2012-12-07 19:59:52,857 - Storfs-Support - INFO -
2012-12-07 19:59:52,858 - Storfs-Support - INFO -
2012-12-07 19:59:52,858 - Storfs-Support - INFO - Initiating support generation...
2012-12-07 19:59:52,860 - Storfs-Support - INFO -
2012-12-07 19:59:52,860 - Storfs-Support - INFO -
2012-12-07 19:59:52,860 - Storfs-Support - INFO - Generating support archive. This can take some time..
2012-12-07 19:59:52,860 - Storfs-Support - INFO -
2012-12-07 19:59:52,860 - Storfs-Support - INFO -
2012-12-07 19:59:52,860 - Storfs-Support - INFO - STORFS_RUNTIMEDIR:             /tmp
2012-12-07 19:59:52,860 - Storfs-Support - INFO - STORFS_SOURCEDIR:
2012-12-07 19:59:52,860 - Storfs-Support - INFO - STORFS_SUPPORT_TARGETDIR:      /var/support
2012-12-07 19:59:52,860 - Storfs-Support - INFO - STORFS_INSTALLDIR:             /opt/springpath/storfs
2012-12-07 19:59:52,860 - Storfs-Support - INFO - STORFS_LOGDIR:                 /var/log
2012-12-07 19:59:52,860 - Storfs-Support - INFO - STORFS_ASUPDIR:                /var/log/asup
2012-12-07 19:59:52,861 - Storfs-Support - INFO - STORFS_COREDIR:                /var/core
```

This CLI scrolls until all files are gathered.

CLI shows the output like this when the tech support bundle is finished:

<#root>

```
2012-12-07 19:59:52,994 - Storfs-Support - INFO -
```

**Support archive generated at:**
**/var/support/storfs-support_2012-12-07--19-59-52_Cisco-HX-Data-Platform-Installer.tar.gz**

```
2012-12-07 19:59:52,994 - Storfs-Support - INFO - Removing directory...         /var/support/cmds_outpu
2012-12-07 19:59:52,994 - Storfs-Support - INFO -
2012-12-07 19:59:52,994 - Storfs-Support - INFO -
2012-12-07 19:59:52,995 - Storfs-Support - INFO - Adding file...
              /var/support/storfs_support-20121207-195952.out
2012-12-07 19:59:52,996 - Storfs-Support - INFO - Removing file...
            /var/support/storfs_support-20121207-195952.out
root@Cisco-HX-Data-Platform-Installer:/var/support#
```

Support bundle is saved to /var/support.

<#root>

```
root@Cisco-HX-Data-Platform-Installer:~# ls -lh /var/support/
total 204K
-rw-rw-rw- 1 root root 203K Dec 7 19:59
```

```
storfs-support_2012-12-07--19-59-52_Cisco-HX-Data-Platform-Installer.tar.gz
```

```
root@Cisco-HX-Data-Platform-Installer:~#
```

## Capturing VMware ESXi Logs

To collect VMware ESXi related logs, reference the VMware Knowledge Base articles:

Via GUI client: VM Ware Article 653

Via CLI session: VM Ware Article 1010705

## Capturing VMware vCenter Logs

Full bundle: VM Ware Article 2032892

Virgo logs: Vsphere Monitoring Guide

EAM logs: VM Ware Article 2110014

## Capturing UCS Logs

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

## Bias-Free Language

The documentation set for this product strives to use bias-free language. For purposes of this documentation set, bias-free is defined as language that does not imply discrimination based on age, disability, gender, racial identity, ethnic identity, sexual orientation, socioeconomic status, and intersectionality. Exceptions can be present in the documentation due to language that is hardcoded in the user interfaces of the product software, language used based on standards documentation, or language that is used by a referenced third-party product.