

Generate CSM Diagnostic Files from GUI

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Introduction

This document describes how to generate diagnostic files for the Cisco Security Manager (CSM) from GUI.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Security Manager (CSM)

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.

Procedure to Generate CSM Diagnostic Files

The Diagnostic Files are system configuration information of the CSM. These files are collected to assist Cisco TAC to diagnose any problem with the CSM.

There are two types of Diagnostic Files that can be generated in CSM, the general diagnostic and the light diagnostic files.

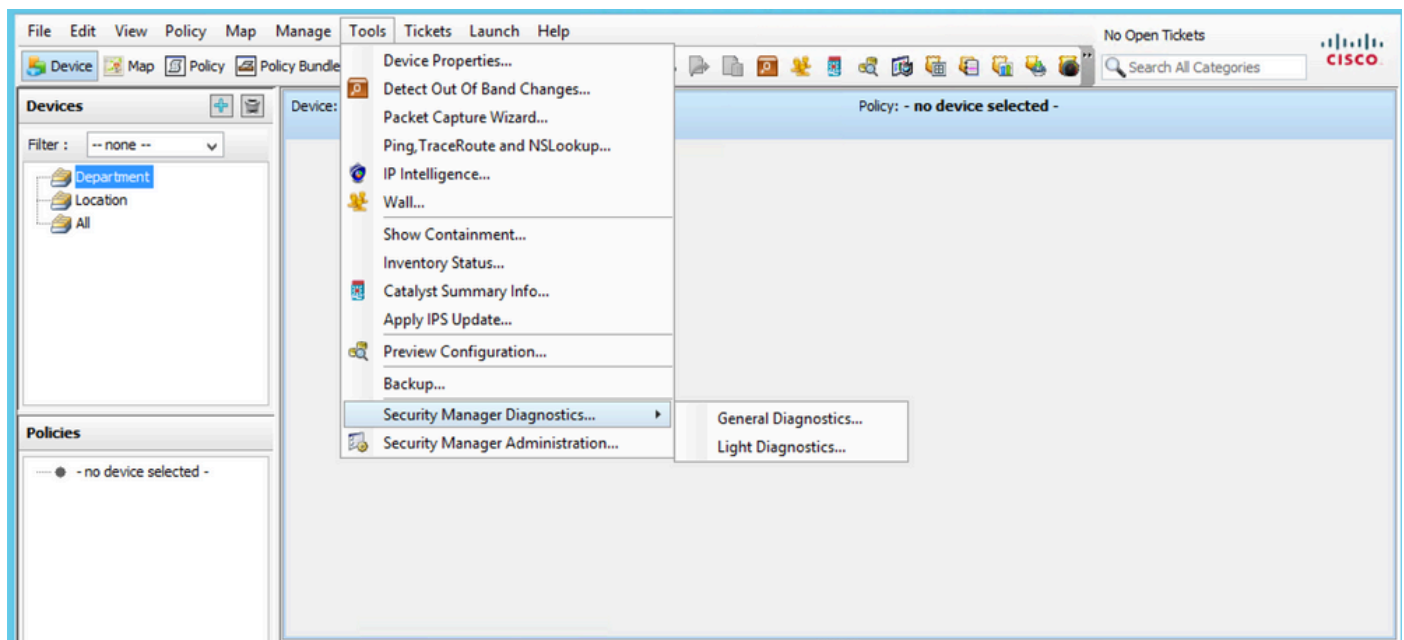
General Diagnostic Files

The general diagnostics file (**CSMDiagnostics.zip**) contains these files and information:

- Configuration files
- Apache configuration and log files
- Tomcat configuration and log files
- Installation, audit, and operation log files
- The CiscoWorks Common Services Registry subtree ([HKEY_LOCAL_MACHINE][SOFTWARE][Cisco][MDC])
- Windows System Event and Application Event log files
- Host environment information (OS version and installed service packs, amount of RAM, disk space on all volumes, computer name, and virtual memory size)

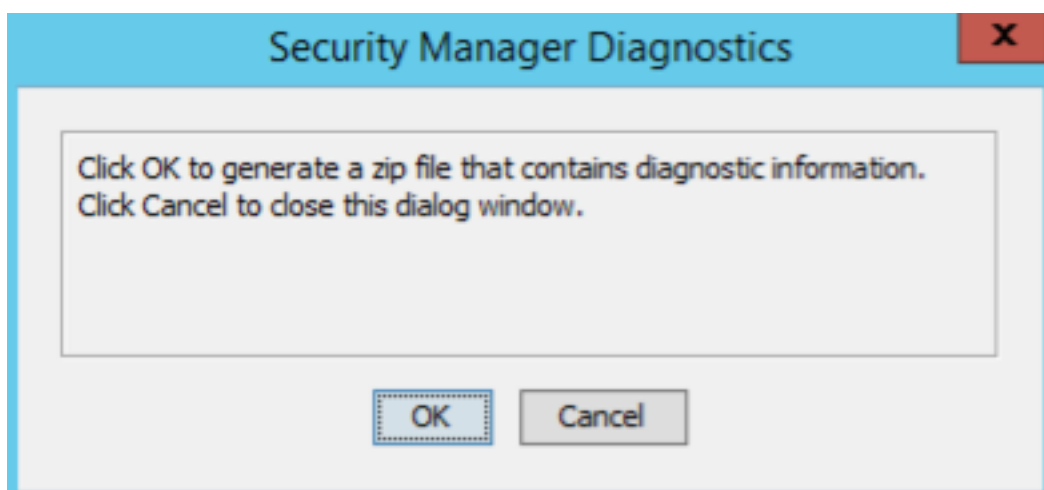
Generate General Diagnostic Files

1) From the CSM Configuration Manager, go to **Tools > Security Manager Diagnostics > General Diagnostics** and click on it:



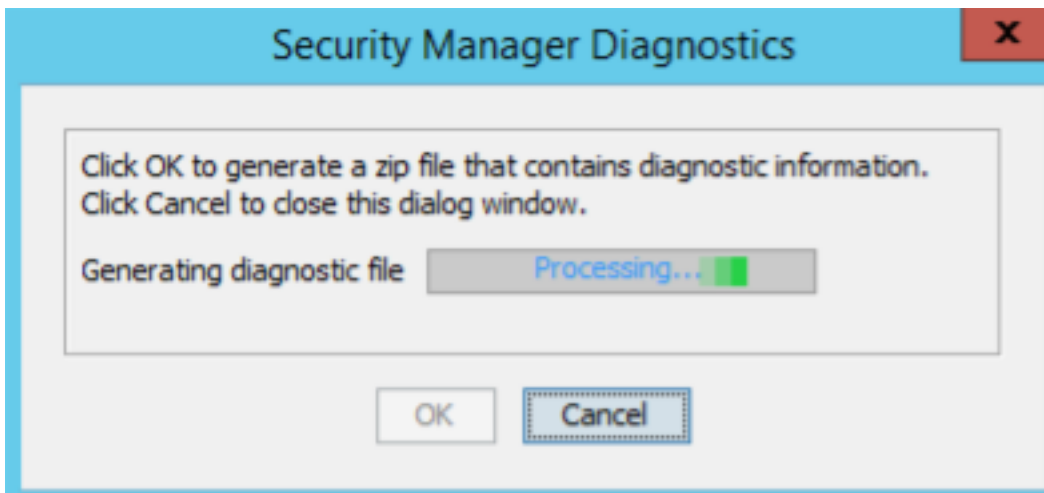
CSM Configuration Manager

2) Click **OK** when this dialogue box pops up:



CSM General Diagnostic File

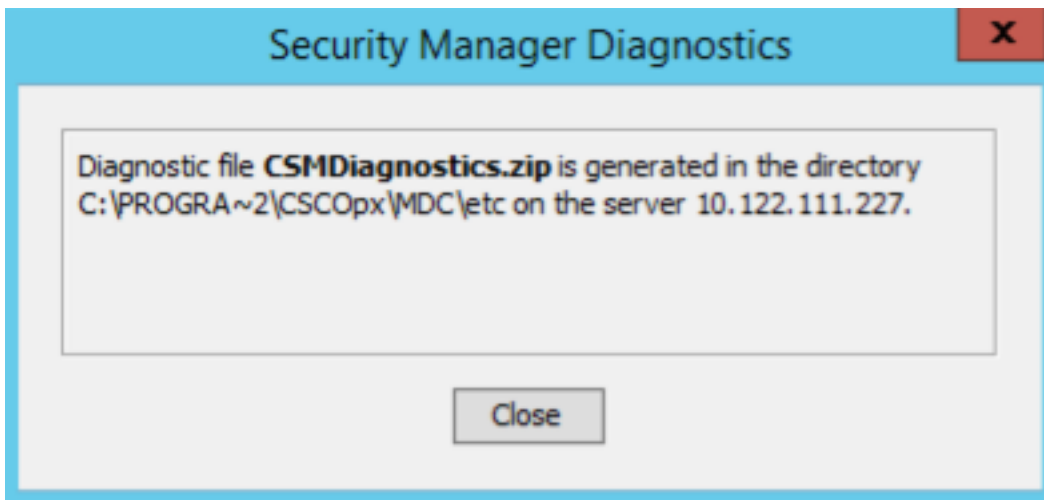
3) The dialogue window shows the status of the General Diagnostic file generation:



CSM General Diagnostic File

Generation - 2

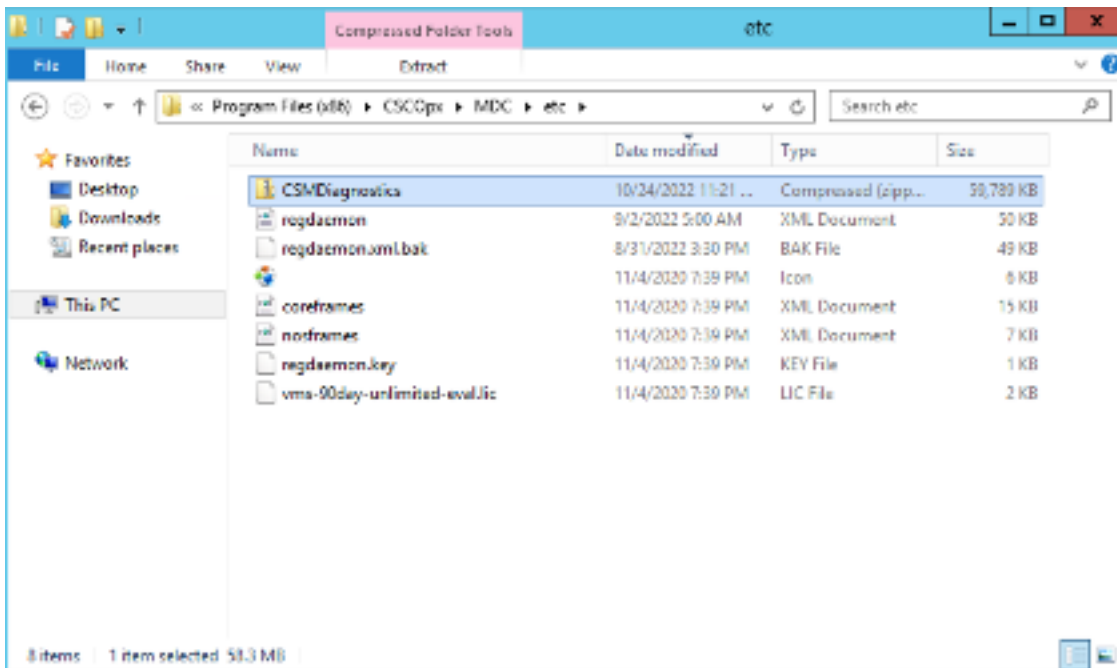
4) Once the generation is complete, the dialogue box shows the file name and the directory on the Windows Server where the file is located:



CSM General Diagnostic File

Generation - 3

5) Navigate to locate the file in the directory:



CSM General Diagnostic

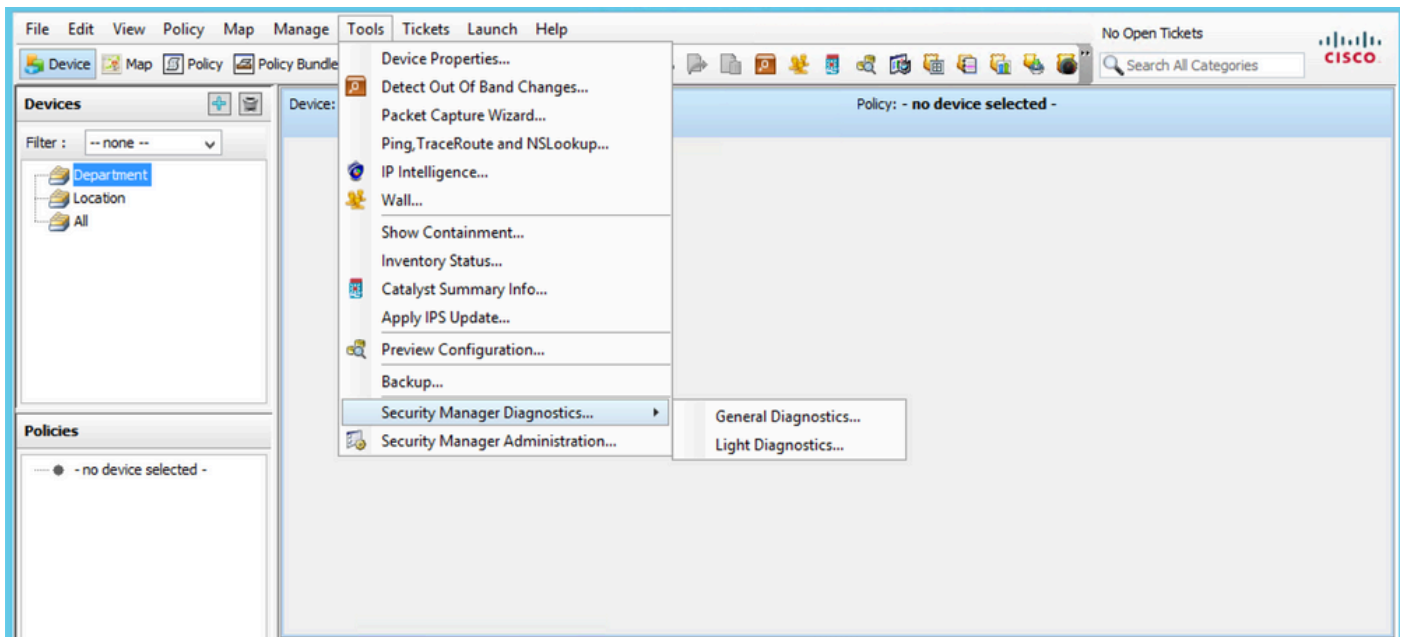
File Location

Light Diagnostic Files

The light diagnostics file (**CSMDiagnostics_light.zip**) contains a subset of the general diagnostics file (CSMDiagnostics.zip), hence it is smaller and generated faster.

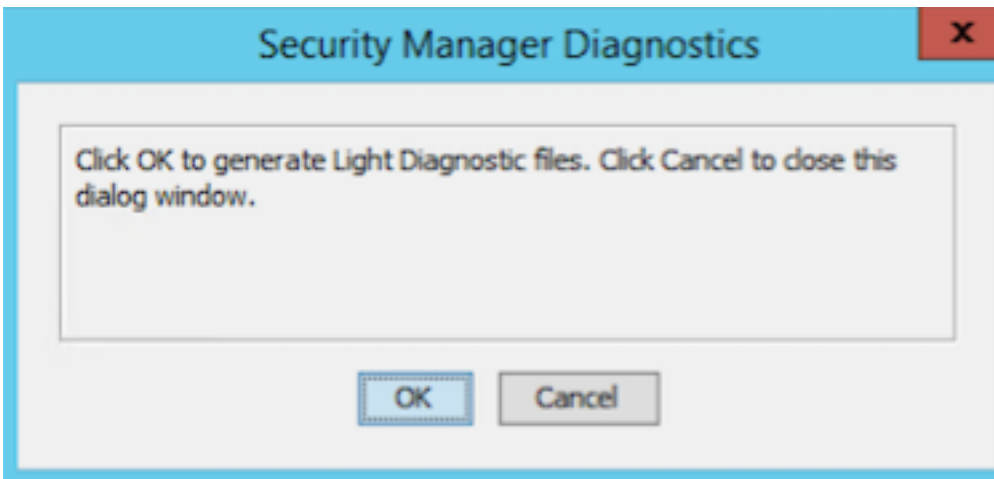
Generate Light Diagnostic Files

1) From the CSM Configuration Manager, go to **Tools > Security Manager Diagnostics > Light Diagnostics** and click on it:



CSM Configuration Manager

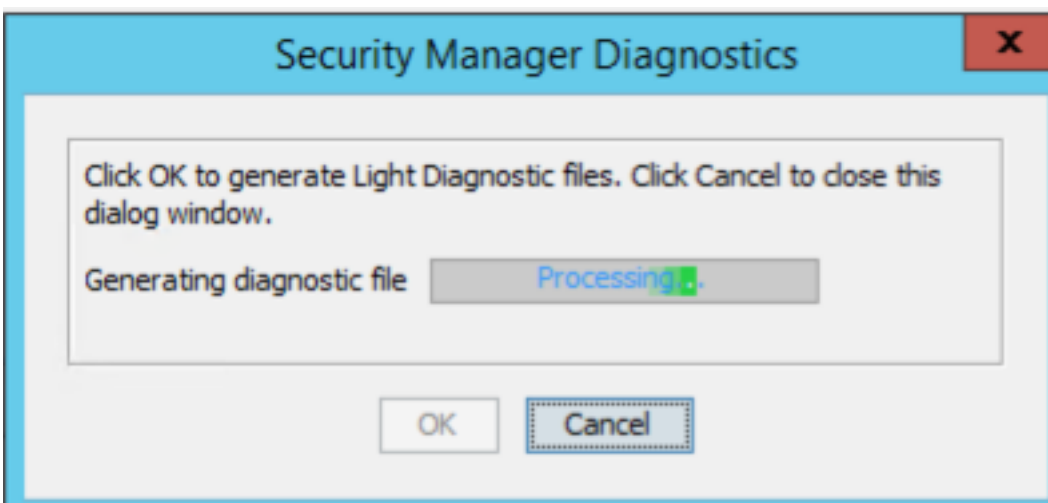
2) Click **OK** when this dialogue box pops up:



CSM Light Diagnostic File

Generation - 1

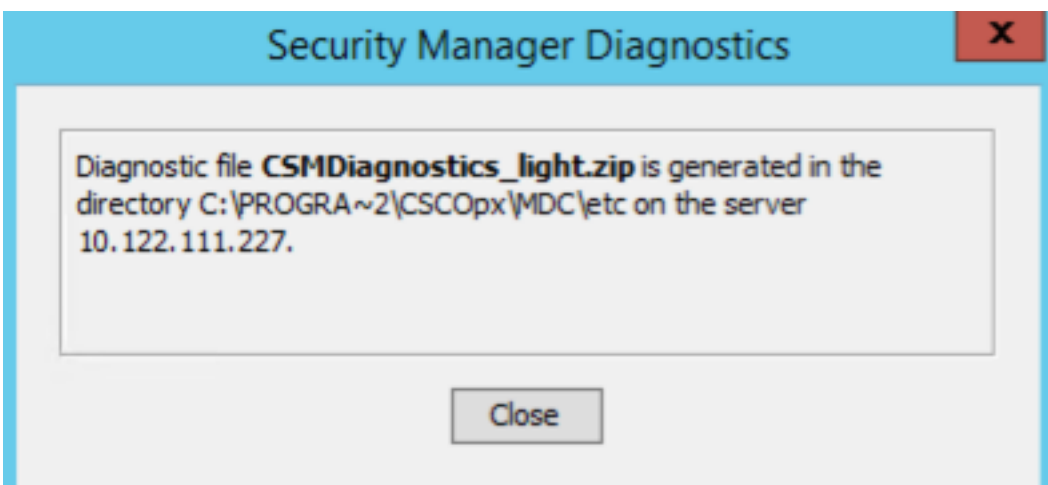
3) The dialogue window shows the status of the Light Diagnostic file generation:



CSM Light Diagnostic File

Generation - 2

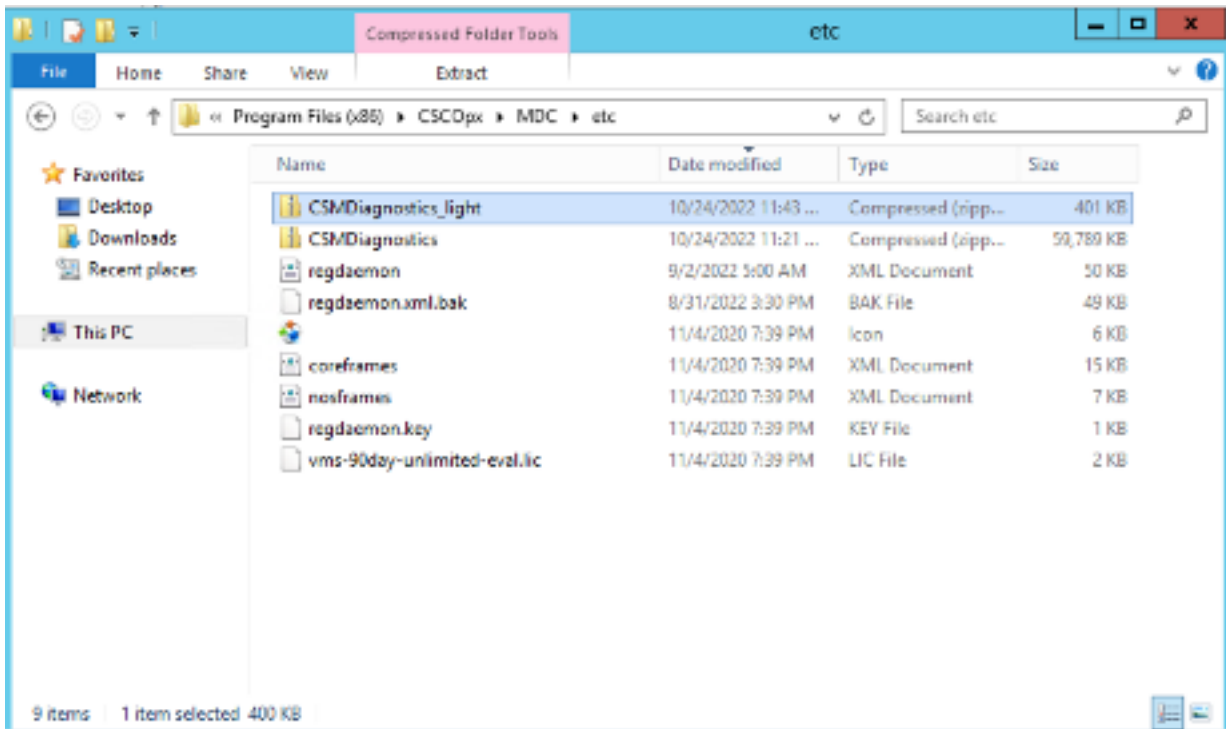
4) Once the generation is complete, the dialogue box shows the file name and the directory on the Windows Server where the file is located:



CSM Light Diagnostic File

Generation - 3

5) Navigate to locate the file in the directory:



CSM Light

Diagnostic File Location

Video

This video demonstrates the CSM diagnostic file generation process: