

# Mastering Cisco UCS

Innovations, Best Practices and Troubleshooting

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Principal Engineer

**cisco** Live !

Session ID: Session ID: BRKCOM-2456

# Cisco Webex App

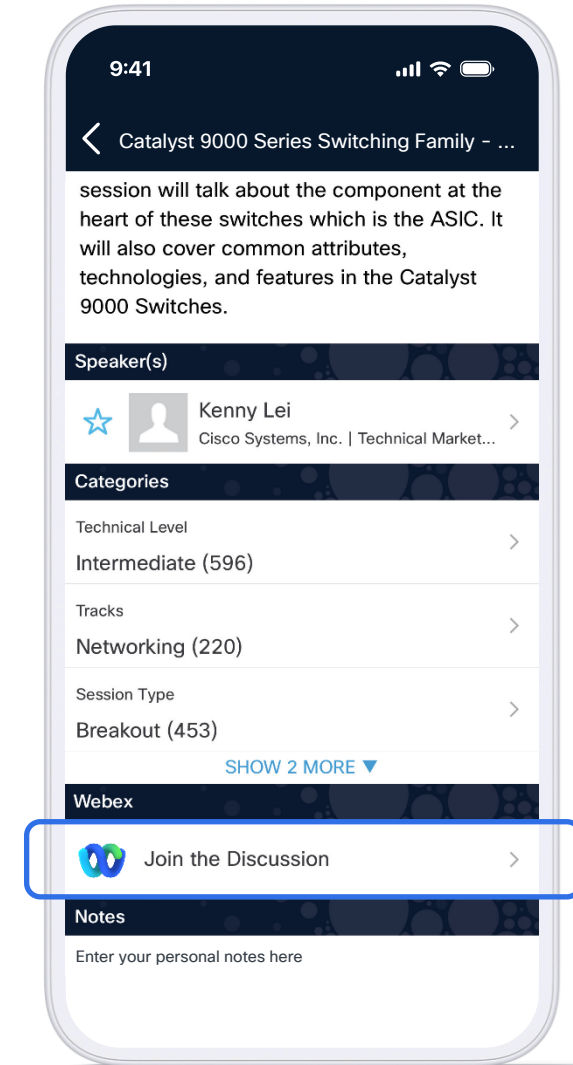
## Questions?

Use Cisco Webex App to chat with the speaker after the session

## How

- 1 Find this session in the Cisco Live Mobile App
- 2 Click “Join the Discussion”
- 3 Install the Webex App or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

**Webex spaces will be moderated by the speaker until 14 November 2025.**



<https://ciscolive.ciscoevents.com/ciscolivebot/#BRKCOM-2456>

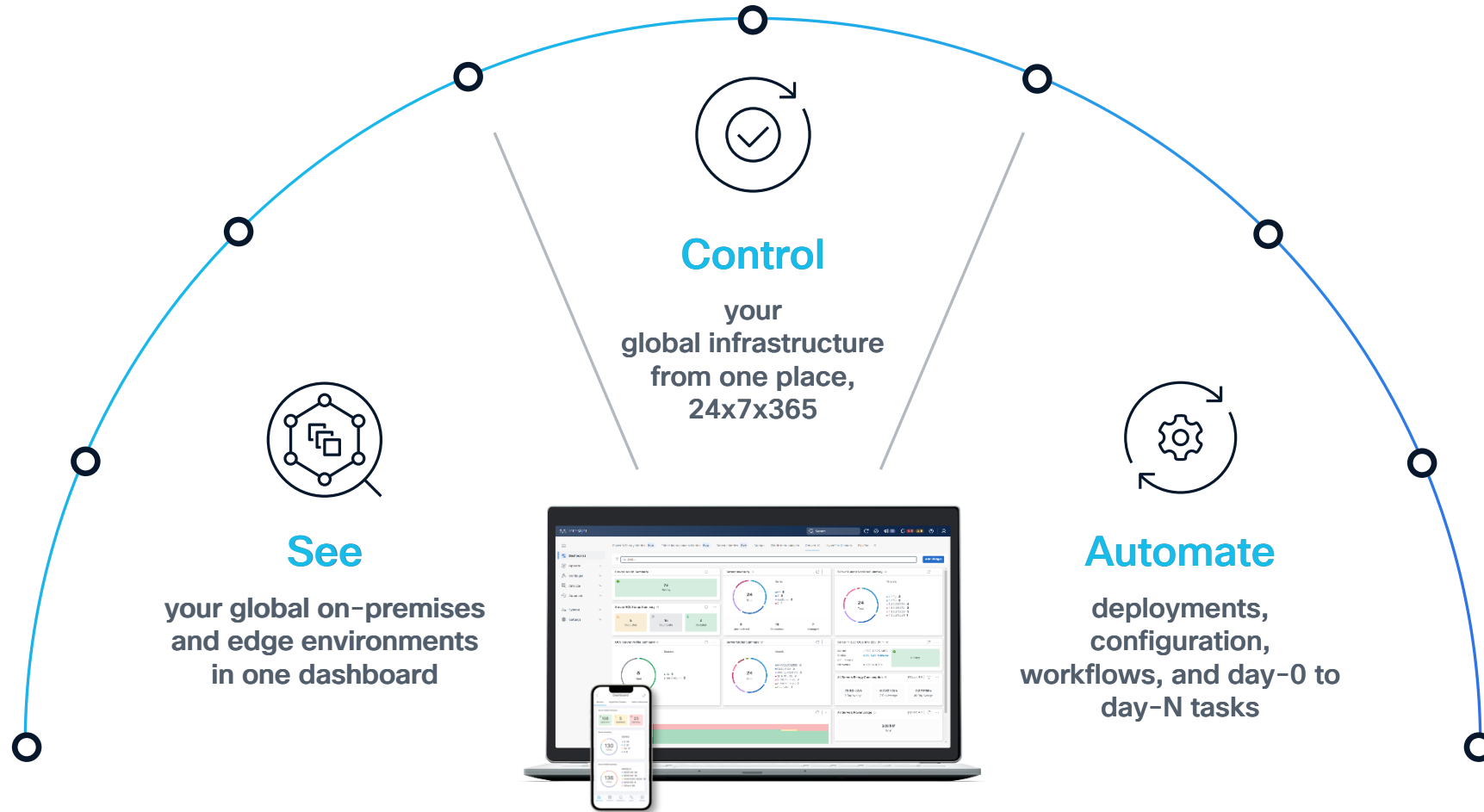
# Agenda

- 01 UCS Intersight Operations**
- 02 UCS Hardware Innovations**
- 03 Best Practices for reliable and secure infrastructure**
- 04 Troubleshooting and Tools**

# Intersight

# IT operations, simplified

Cisco Intersight



# Cisco Intersight Significant Customer Value Capabilities

## Intersight Simplifies Operations



Consistent Cloud managed experience  
anywhere, any Cisco platform type



Cloud-Based Continuous Feature Delivery  
Latest features all the time



Policy-based Management and  
Abstraction



FW Patching, Maintenance etc.



Security Advisories



Full stack Orchestration and automation



Hardware Compatibility List



3rd Party Integration (storage, network,  
software vendor partners)



Continuous Monitoring and Metrics:  
customization and historical



Connected support, auto log upload,  
proactive RMA

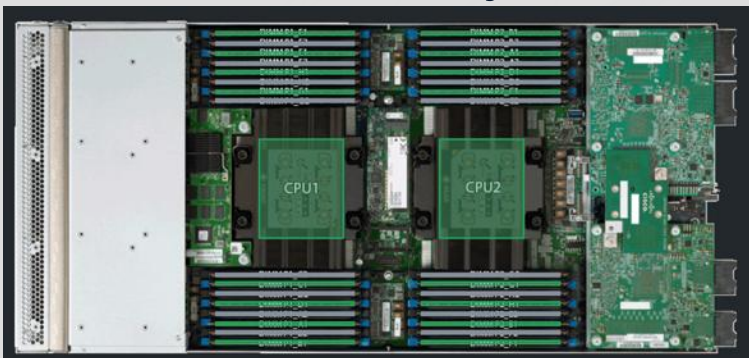


See



CISCO INTERSIGHT

## Inventory



## Alarms/Advisories

- + Alarms 1
- + Requests No Requests
- + Advisories 2 1

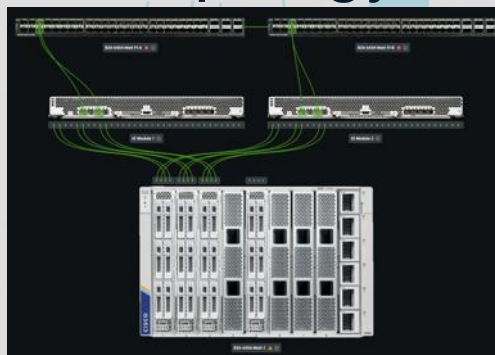
## HCL

- 1 ✓ Server Hardware Compliance ✓ Validated
- 2 ✓ Server Software Compliance ✓ Validated
- 3 ✓ Adapter Compliance ⚠ Not Listed

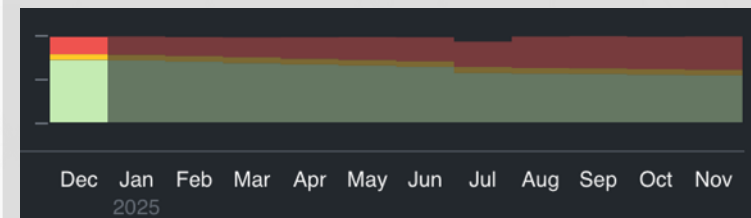
## Metrics



## Topology



## Contract Status





Control



CISCO INTERSIGHT

## Pool

List of identities  
(IP, MAC, WWN,...)

LAN Connectivity

Storage

BIOS

...and many more

## Policy

Bucket of settings  
with a specific focus

## Template

Blueprint for one or  
more Profiles

## Profile

Contains all settings and  
identifiers for a server

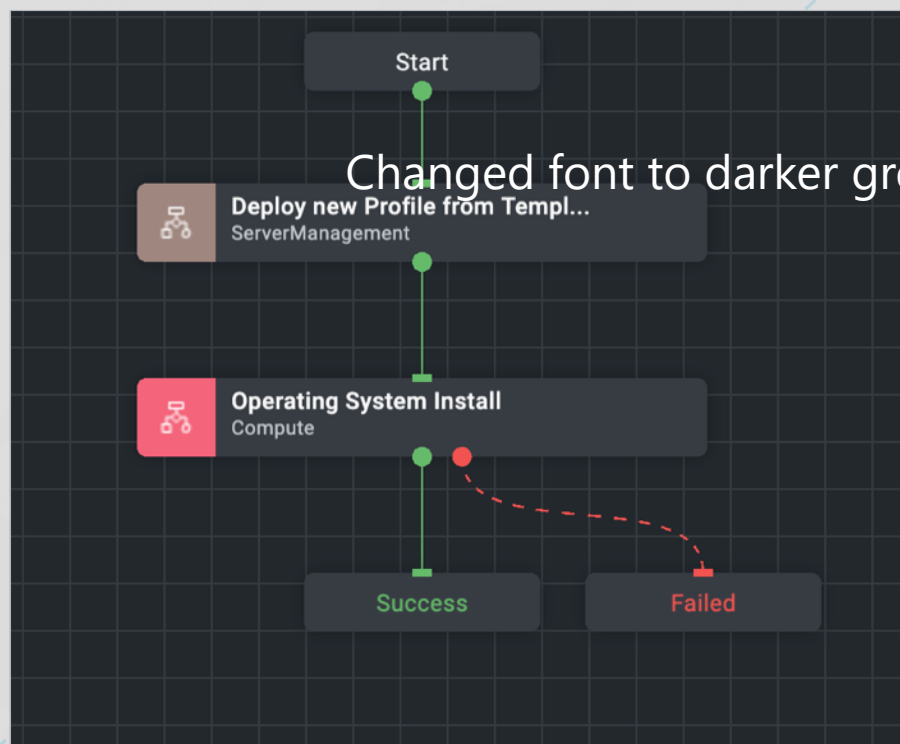


Automate



CISCO INTERSIGHT

## Built-in Workflow Automation



## API and Tool Support

REST APIs for all Intersight objects

Tool Support:

- Ansible
- PowerShell
- Python
- Terraform

CVDs with code samples

[Intersight.com/apidocs](https://intersight.com/apidocs)

# What's new in the last year

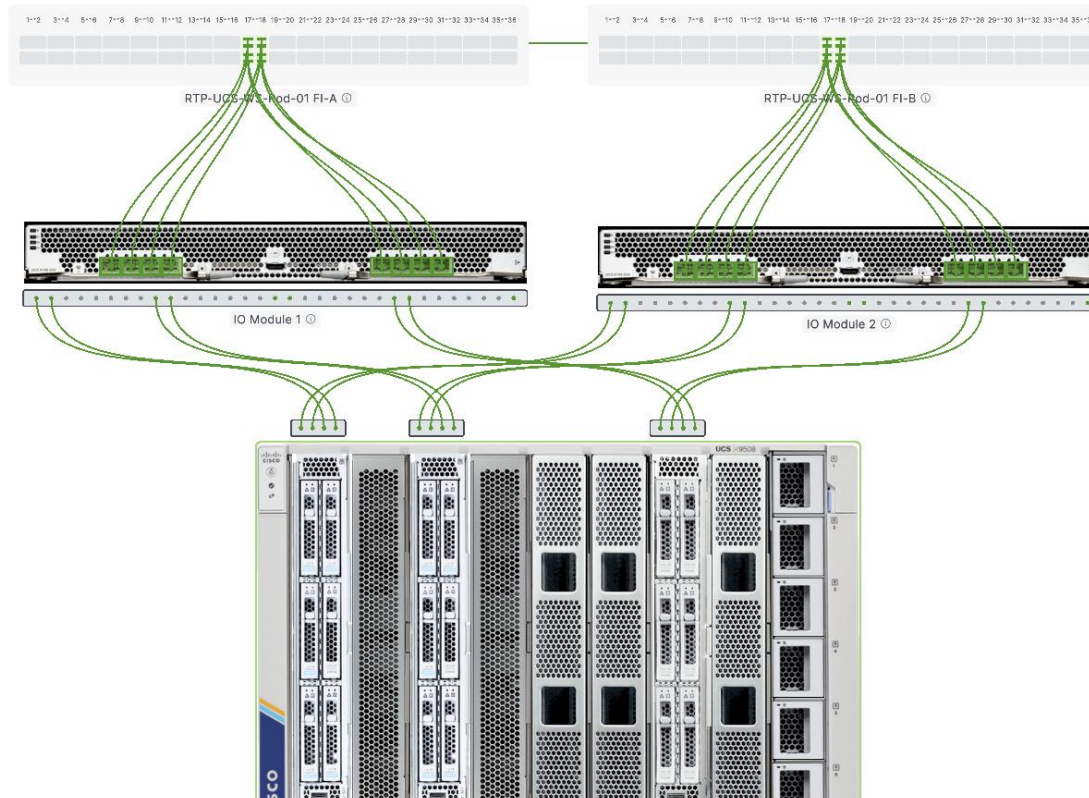
Enhanced Topology view  
OpenShift Assisted Installer  
Navigation rework  
VMware Cloud Foundation (VCF) Operations Management Pack for Cisco Intersight  
Dynamic assignment of IMM and standalone servers to resource pools  
Cross-launch of IMC for M7+  
Nutanix Prism Central device connector for inventory and alarm monitoring  
Bare Metal Provisioning Workflow  
IMM server integration with Nutanix Life Cycle Manager (LCM)  
LDAP authentication on the Fabric Interconnect device console  
Port Policy sharing across organizations including all attached policies  
Nutanix support for UCS-X in IMM  
EtherChannel pinning for IMM and standalone servers to improve VIC performance  
Auto-detection of remote targets in OS install  
Option for multiple Ethernet Network Group Policy associations  
Memory Policy for blocklisting of DIMMs for IMM and standalone servers  
Environment Variables support for orchestration  
Scrub policy support in IMM  
Server policy cleanup upon policy detachment  
VLAN import into Ethernet Network Group Policy from CSV or VLAN Policy  
Server configuration reset to default during first-time discovery and recommission  
Validation checks to confirm that vNIC VLANs are present on at least one uplink  
FEC support for breakout ports in Ethernet Uplink/FCoE Uplink/Appliance Port Channels  
Environmental Metrics collection for UMM domains  
Manual key configuration for drive security setup  
Option to reset DIMM error counters to zero  
Power Restore setting for IMM and standalone UCS C-Series servers  
Transceiver metrics for IMM domains  
Node expansion for existing Nutanix clusters  
Partial default values for orchestration workflows

Scheduling for orchestration workflows  
Library of code samples for different tools/languages  
Improved firmware image download speed through CDN  
Fabric Interconnect reboot in IMM mode  
IO Path monitoring during firmware upgrade  
Deep cloning of Server Profile Templates across organizations  
Standalone server integration with Nutanix Life Cycle Manager (LCM)  
Improved filtering and searching in list views  
SPAN support for IMM  
Domain, Product Family, Generation, Tags as attributes for metrics  
Error metrics collection for IMM IO Module uplink ports  
Cleared Alarms can be included in E-Mail notifications  
Ready-to-use BIOS configurations provided by Cisco  
Automatic VCF deployment for IMM servers  
Assignment of individual servers to resource groups  
VIF Path information in Server view  
Nutanix support for M6 and M7 standalone servers  
Chassis and Domain Templates  
vNIC and vHBA Templates  
Thales Cipher Trust KMIP support for SED on IMM and standalone servers  
Manual Fabric Interconnect Traffic evacuation action  
VMware vCenter plugin  
ServiceNow Incident Management Integration plugin  
FlexMMC boot option for M6 and M7 standalone servers  
Single Fabric Interconnect Upgrade  
IO Module reset from peer  
OAuth 2.0 Support  
API Key lifecycle management  
New Pure Storage orchestration tasks  
Pure Storage Alarms in Intersight  
New Advisories

...and more

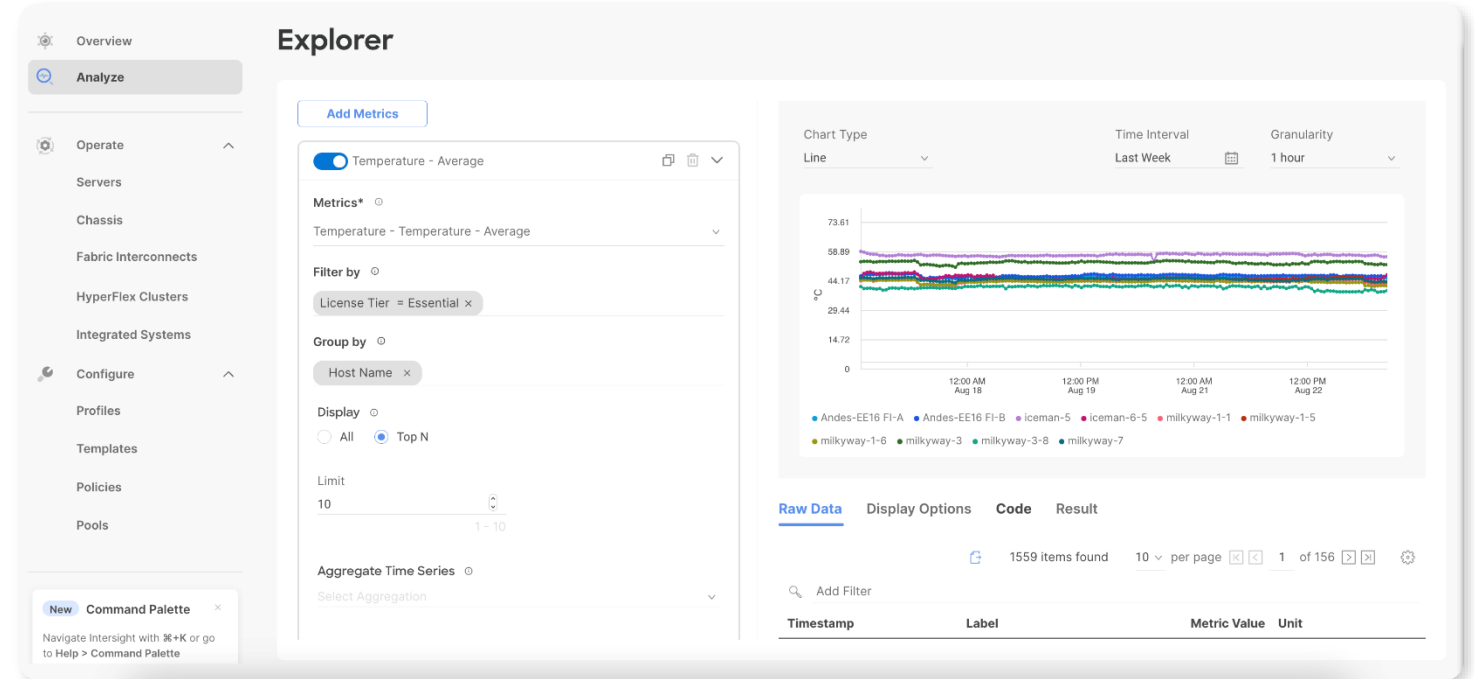
# Topology

- Visual representation of components in Intersight-managed UCS Domain.
- Display connections and relationships between components.
- Interconnected topology views for FIs, chassis and servers.
- Device view of CDP and LLDP neighbors
- Overlay of port and connection level health status.
- Easily navigate the health of the environment.



# Metrics Explorer

- Aggregate and visualize metrics collected for fabric interconnects and servers.
- Monitor devices, optimize performance, identify bottlenecks and address any potential issues.



# Key features



## **Customizable metric queries**

Create customer queries to focus on metrics that matter most to you.



## **Interactive data visualization**

Transform raw data into interactive charts and graphs to help identify patterns, anomalies to gain deeper insights.



## **Real-time data**

Insights into performance metrics. Track metrics such as network power consumption, CPU temperature, resource utilization, etc.



## **Historical data**

Analyze the historical data to identify long term historical trends.

# IMM migration tool simplified transition

## In-Place UCS Domain Migration

### Summary of In-Place UCS Domain Migration



#### Documentation



[cs.co/9000av5ga](https://cs.co/9000av5ga)

#### YouTube Demo



[cs.co/9007av5nZ](https://cs.co/9007av5nZ)

The migration tool was improved over the past year and now also supports in-place migration

#### Download



[cs.co/9009avgKf](https://cs.co/9009avgKf)

# What's new highlights: Scrub Policy

Policies > Scrub

## Create

✓ General

2 Policy Details

### Policy Details

Add policy details.

i

This policy is applicable only for UCS Servers (FI-Attached)

i

While unassigning the server from the server profile, the scrub policy could fail or be ineffective due to several reasons. Learn more in the [Help Center](#).

☒ Disk 

i

☒ BIOS 

i

Partially deletes data on local drives, and resets BIOS settings upon profile undeployment

# What's new highlights: template deep clone

UCS Server Profile Templates > ciscolive

## Clone

1 General

2 Details

### General

Specify the destination organization, and select the attached policy and pool behavior.

^ Source UCS Server Profile Template

|                          |              |
|--------------------------|--------------|
| Name                     | Organization |
| ciscolive                | default      |
| Target Platform          |              |
| UCS Server (FI-Attached) |              |

^ Clone Details

**i** Creating multiple clones at once is only possible when selecting the same destination organization and reusing existing policies and pools. Any other combination allows the creation of only a single clone.

Destination Organization \*

default

Attached Policy and Pool Behaviour

☒ Reuse existing policies and pools in the destination organization with the same name. Clone if not found. ⓘ

☐ Create new clones for all policies and pools inside of the destination organization. ⓘ

Reuses existing policy/pool with the same name, clones if not found

Always clones policy/pool

Note: for pools the identifier blocks will not be created when cloned

Clones of Templates can now also clone attached policies and sub-policies

# What's new highlights: VLAN import

The screenshot shows the 'Create' interface for an 'Ethernet Network Group' in the Cisco SD-WAN configuration tool. The 'Policy Details' tab is active, showing options to manage policy settings and allowed VLANs. A dropdown menu for 'Add VLANs' is open, highlighting 'From Policy' and 'From CSV File'. Dashed lines connect these options to external text labels: 'Import from VLAN Policy' points to 'From Policy', and 'Import from CSV file with individual numbers or ranges' points to 'From CSV File'. The interface also includes a search bar, a 'Filters' button, and a 'NO ITEMS AVAILABLE' message.

Import from VLAN Policy

Import from CSV file with individual numbers or ranges

One-time VLAN import into Ethernet Network Group from Policy or CSV File

# What's new highlights: pool qualification policy

Domain PID  
or Name

Server PID  
or identifier

Tags on  
domain,  
chassis, server

Hardware  
components

Policies > Server Pool Qualification

## Create

✓ General

✓ Domain Qualifiers

✓ Server Qualifiers

✓ Tag Qualifiers

5 Hardware Qualifiers

6 Summary

### Hardware Qualifiers

**i** To ensure a server meets hardware qualifier requirements, it needs to meet all of the conditions applied within this step.

^ Memory

Capacity (GiB) Minimum  
1  
1 - 999999

Capacity (GiB) Maximum  
999999  
<= 999999

Number of Units Minimum  
1  
1 - 99999

Number of Units Maximum  
99999  
<= 99999

^ CPU

Number of Cores Minimum  
1  
1 - 9999

Number of Cores Maximum  
9999  
<= 9999

Adds servers to resource pools, based on various hardware and configuration qualifiers

# What's new highlights: faster firmware download

Update your proxy and firewall settings to allow

NA Cloud

[cdn.intersight.com](https://cdn.intersight.com)

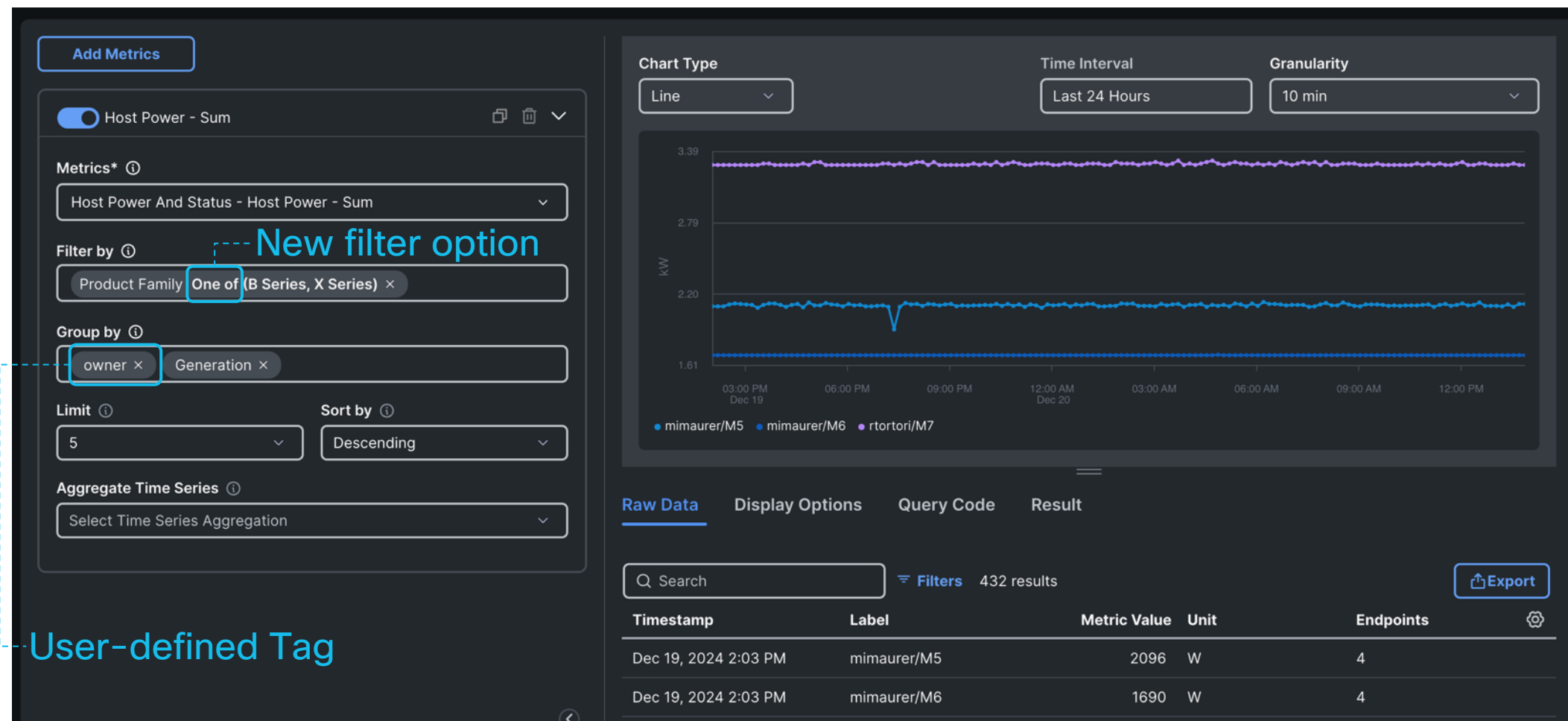
EU Cloud

[cdn.eu-central-1.intersight.com](https://cdn.eu-central-1.intersight.com)

Configuring your network to allow CDN connectivity can speed up downloads

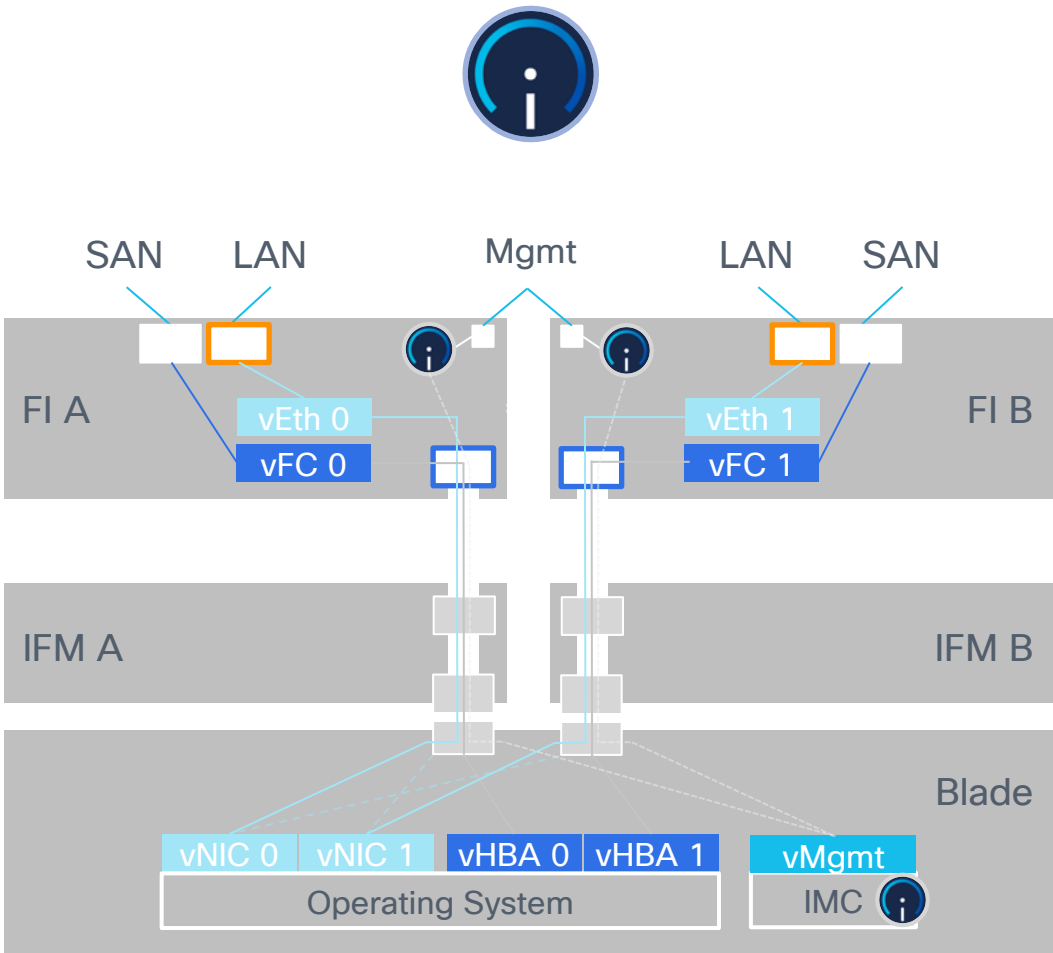
Note: not all locations are shown in this slide

# What's new highlights: more metrics attributes



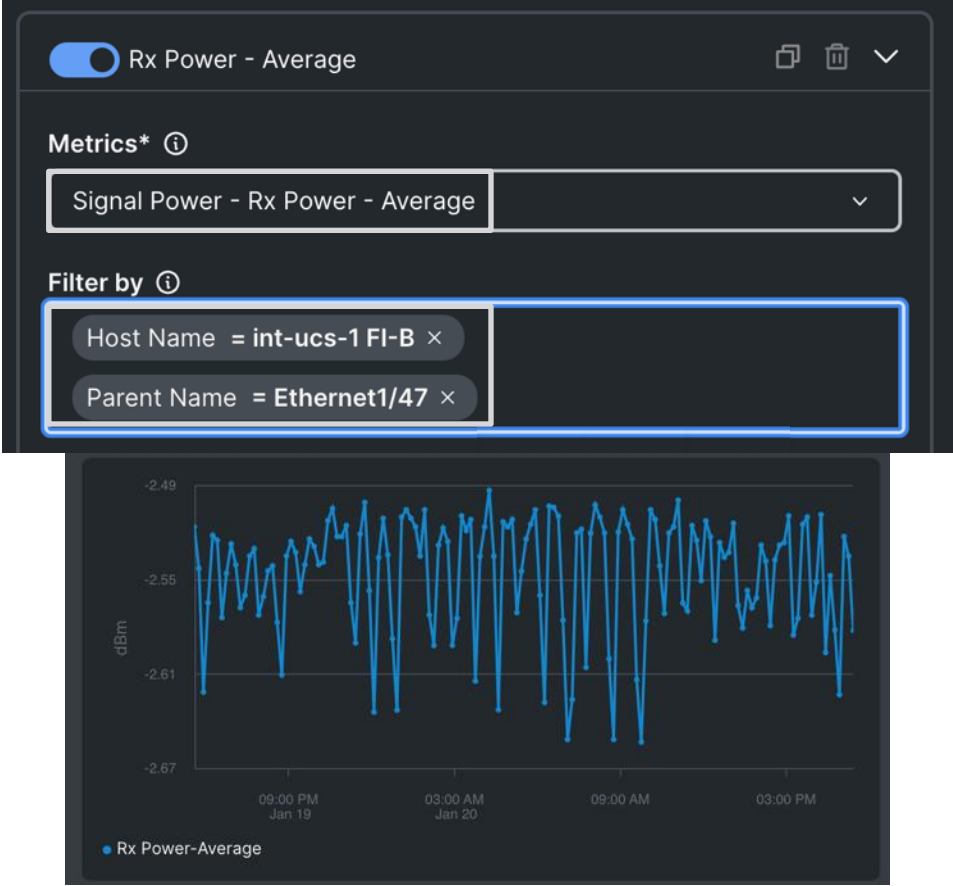
Use Domain Name, Product Family, Generation, and Tags to filter/group metrics

# What's new highlights: transceiver metrics



Select one of the metrics

Filter/Group by :  
Host Name = Device  
Parent Name = Port

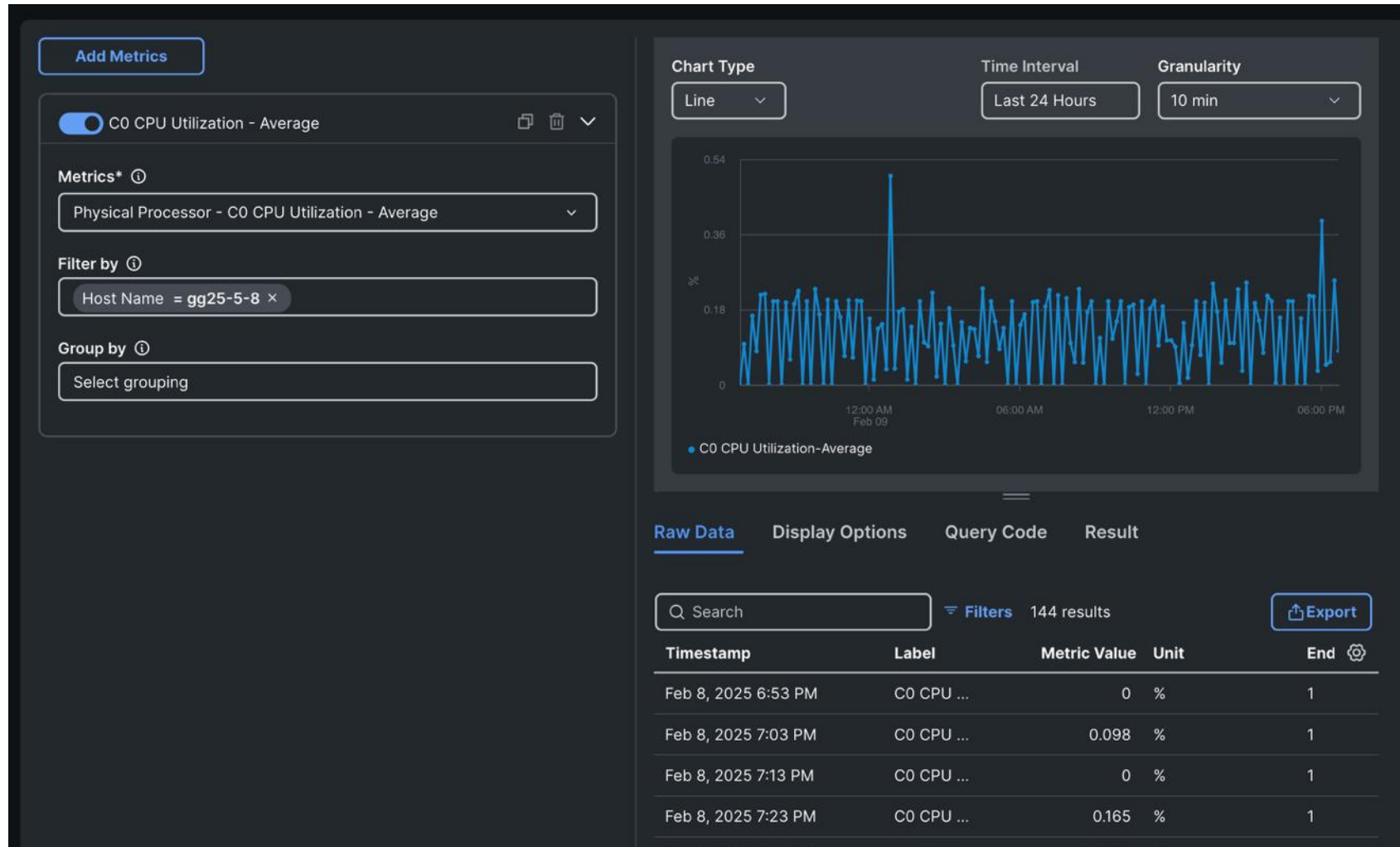


Note: Metrics are only collected for Ethernet SFP with DOM!

## Metrics

Signal Power → RX Power → Avg  
Signal Power → TX Power → Avg  
Electric Current → Electric Current → Avg  
Temperature → Temperature → Avg  
Voltage → Voltage → Avg

# What's new highlights: CPU utilization metric



Server CPU utilization metric without an operating system agent

# Intersight PCIe connectivity policy creation

Intersight

Search

5

2

Dashboards

Operate

Configure

Profiles

Templates

Policies

Pools

Analyze

Automate

Optimize

System

Settings

← Policies

Select Policy Type

Filters

Platform Type

All

UCS Server

UCS Domain

UCS Chassis

HyperFlex Cluster

Kubernetes Cluster

Adapter Configuration

BIOS

Boot Order

Certificate Management

Device Connector

Drive Security

Ethernet Adapter

Ethernet Network

Ethernet Network Control

Ethernet Network Group

Ethernet QoS

FC Zone

Fibre Channel Adapter

Fibre Channel Network

Fibre Channel QoS

Firmware

IMC Access

IPMI Over LAN

iSCSI Adapter

iSCSI Boot

iSCSI Static Target

LAN Connectivity

LDAP

Local User

Memory

Network Connectivity

NTP

Persistent Memory

Power

SAN Connectivity

Scrub

SD Card

PCle Connectivity

Serial Over LAN

Serial Pool Qualification

SMTP

SNMP

SSH

Storage

Syslog

Thermal

Virtual KVM

Virtual Media

↑

Addition of New Policy

↓

Click for to start

↓

Cancel

Start

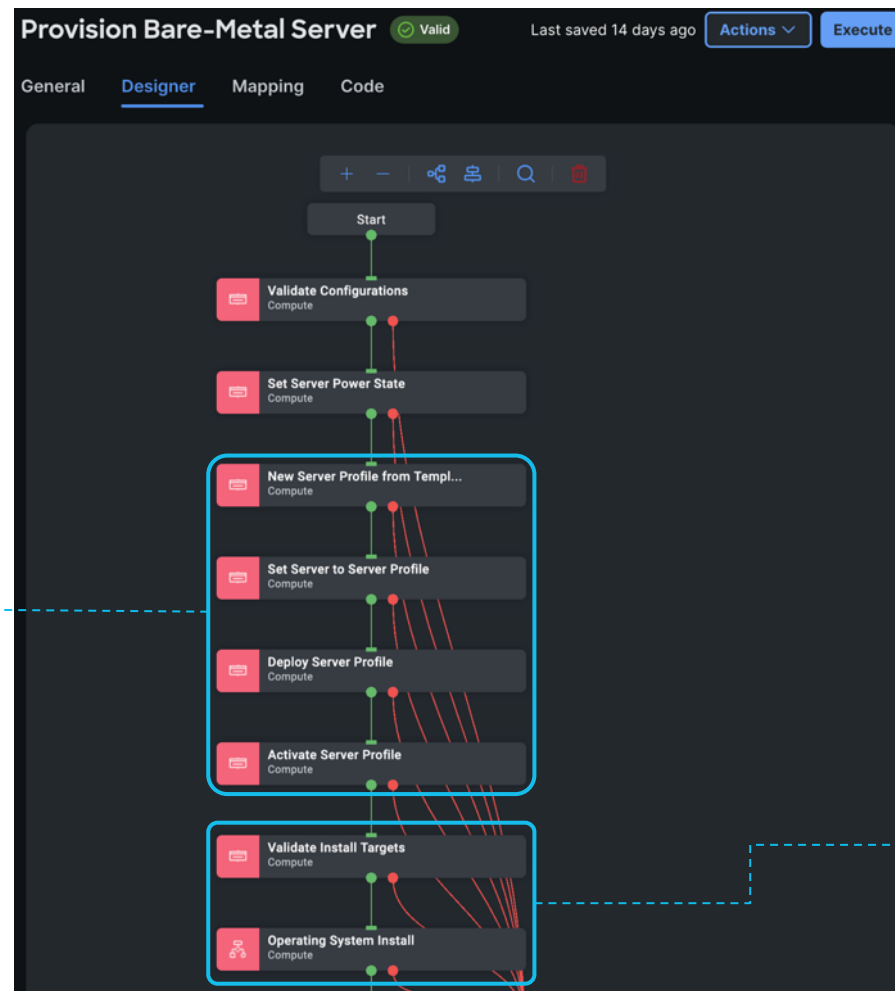
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BRKCOM-2456



# What's new highlights: server provisioning WF

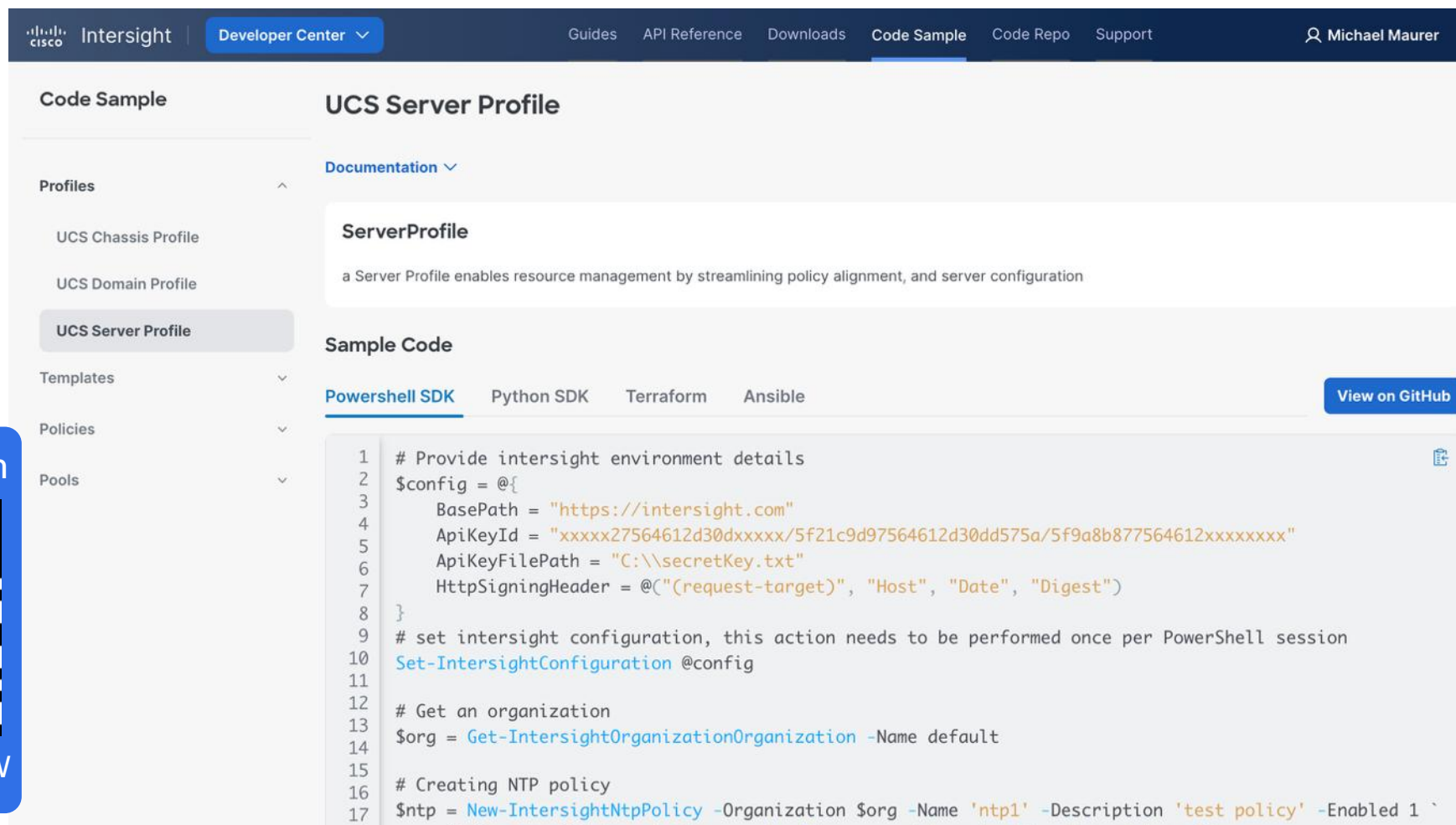
Derives a  
Server Profile  
from a  
Template and  
deploys it



Installs the  
operating  
system on the  
server

Full bare metal server deployment workflow on local disks, including profile and OS

# What's new highlights: automation samples



The screenshot shows the Cisco Intersight Developer Center interface. The top navigation bar includes the Cisco logo, 'Intersight', a 'Developer Center' dropdown, and links for 'Guides', 'API Reference', 'Downloads', 'Code Sample' (which is highlighted), 'Code Repo', and 'Support'. A user profile for 'Michael Maurer' is in the top right. On the left, a sidebar lists categories: 'Profiles' (with sub-items 'UCS Chassis Profile', 'UCS Domain Profile', and 'UCS Server Profile' which is selected), 'Templates', 'Policies', and 'Pools'. The main content area is titled 'UCS Server Profile' and includes a 'Documentation' dropdown. Below this, a 'ServerProfile' section explains that a Server Profile enables resource management. The 'Sample Code' section has tabs for 'Powershell SDK' (selected), 'Python SDK', 'Terraform', and 'Ansible'. A 'View on GitHub' button is in the top right of the code area. The code is a PowerShell script for configuring Intersight, including setting environment details, configuration, and creating an NTP policy.

```
1 # Provide intersight environment details
2 $config = @{
3     BasePath = "https://intersight.com"
4     ApiKeyId = "xxxxx27564612d30dxxxxx/5f21c9d97564612d30dd575a/5f9a8b877564612xxxxxxx"
5     ApiKeyFilePath = "C:\\secretKey.txt"
6     HttpSigningHeader = @("request-target", "Host", "Date", "Digest")
7 }
8
9 # set intersight configuration, this action needs to be performed once per PowerShell session
10 Set-IntersightConfiguration @config
11
12 # Get an organization
13 $org = Get-IntersightOrganizationOrganization -Name default
14
15 # Creating NTP policy
16 $ntp = New-IntersightNtpPolicy -Organization $org -Name 'ntp1' -Description 'test policy' -Enabled 1`
```

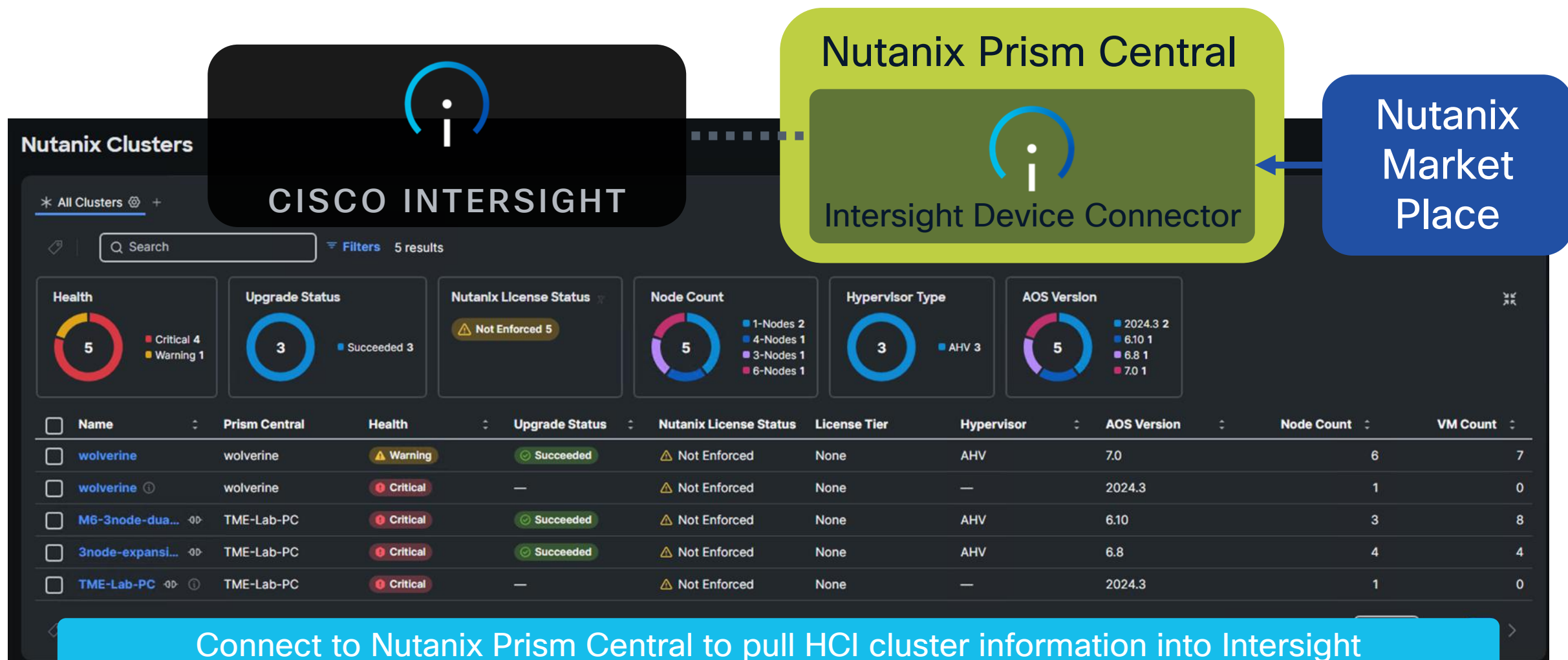
Documentation



cs.co/9009vPVbW

Code Sample Library based on common use cases in multiple languages

# What's new highlights: Nutanix integration



# What's new highlights: OpenShift integration

Documentation

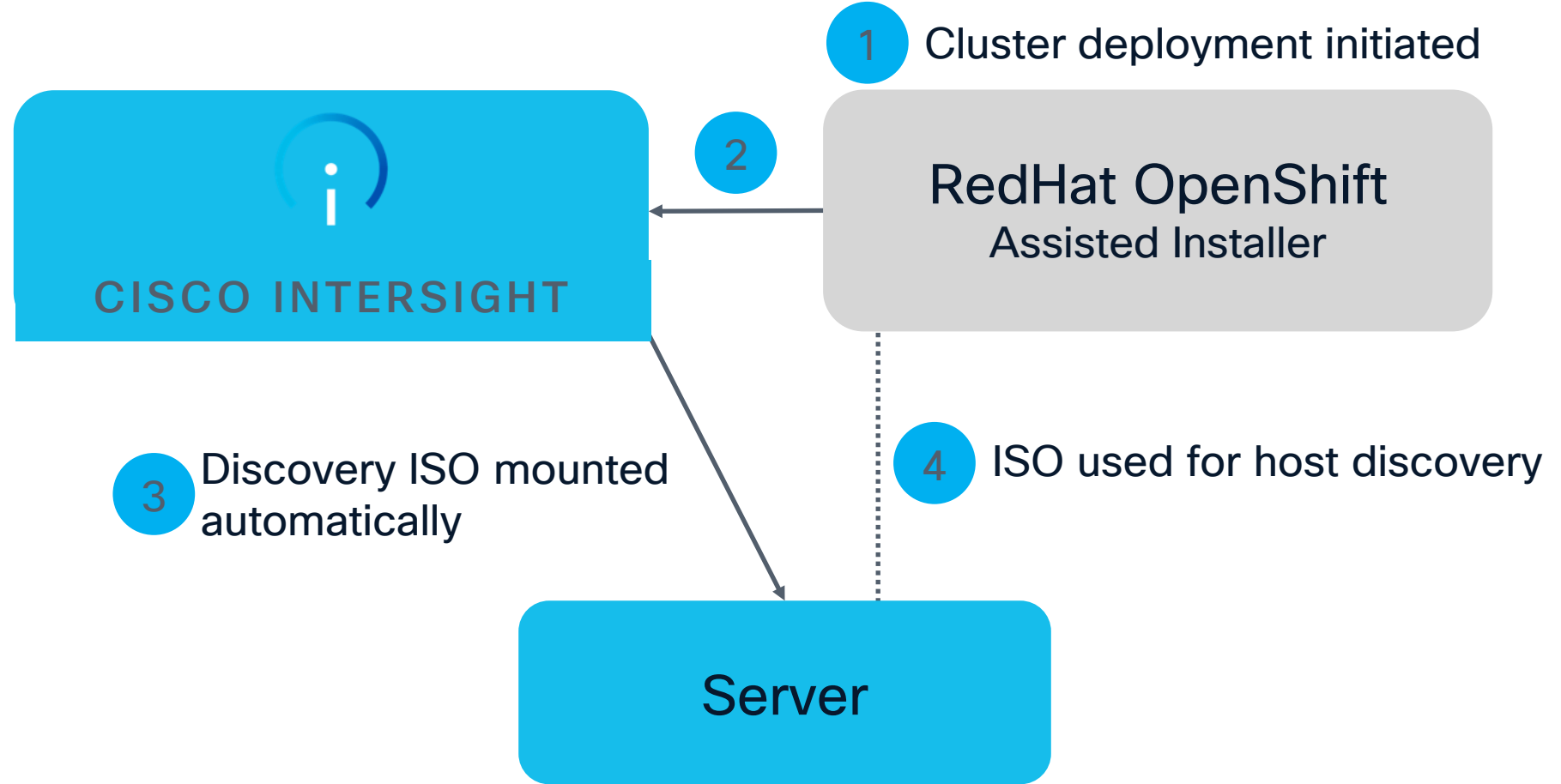


[cs.co/9001l6wz1](https://cs.co/9001l6wz1)

YouTube Demo

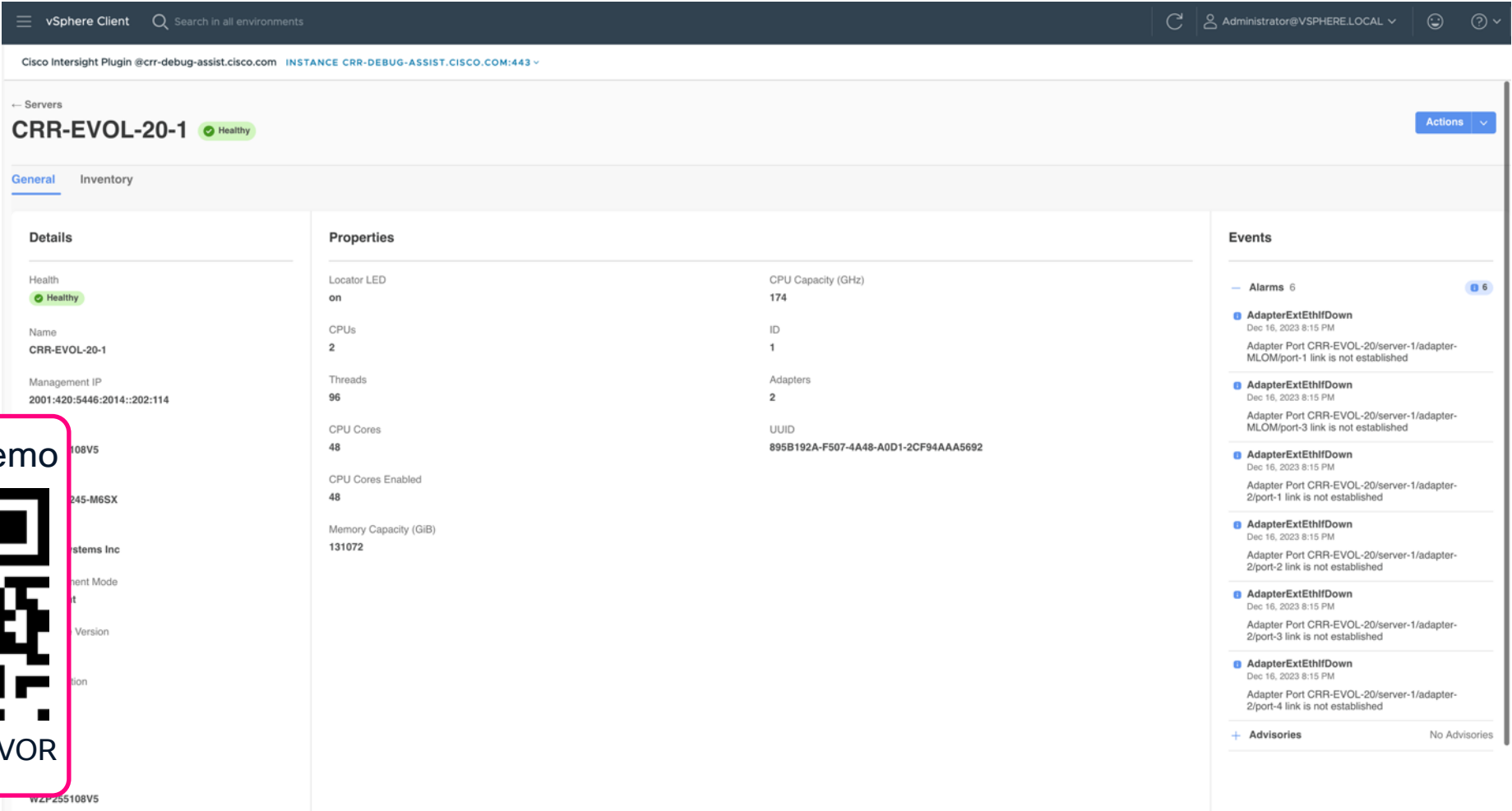


[cs.co/9002l6wuG](https://cs.co/9002l6wuG)



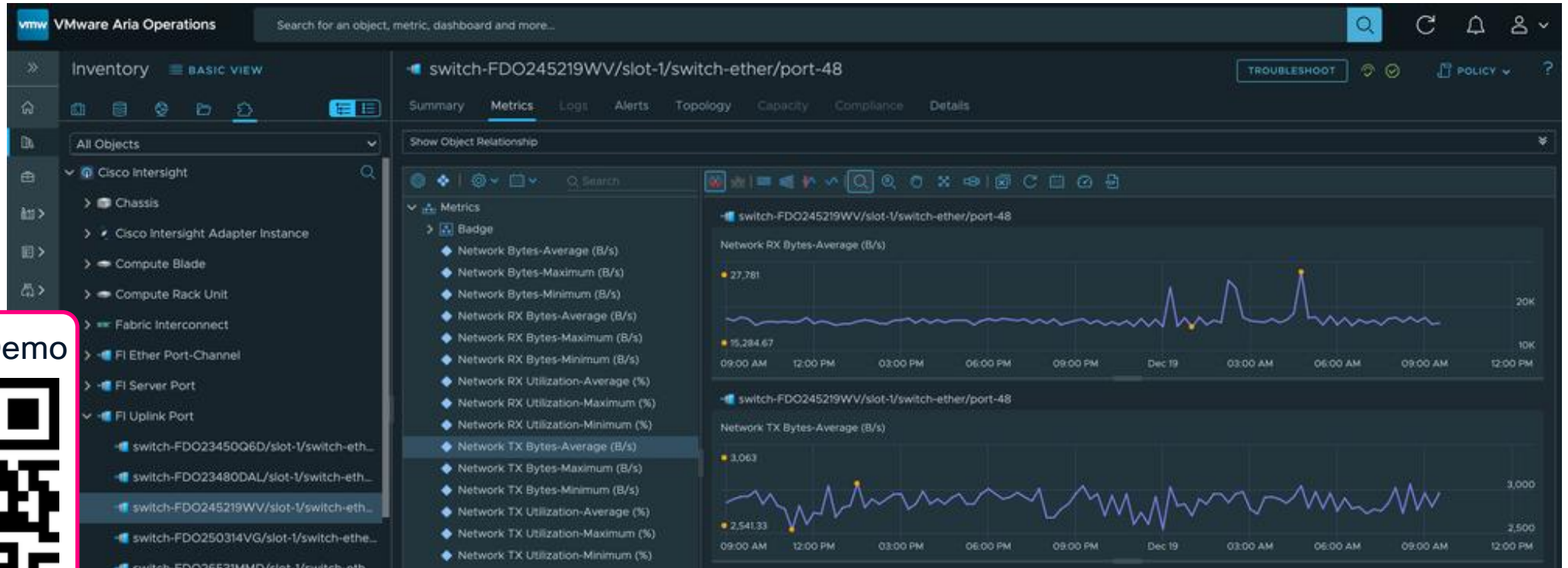
Note: proxy connectivity not supported

# What's new highlights: vCenter plugin



View Intersight inventory in vCenter and integrate with Proactive HA

# What's new highlights: VCF plugin



YouTube Demo



cs.co/9006IEwt6

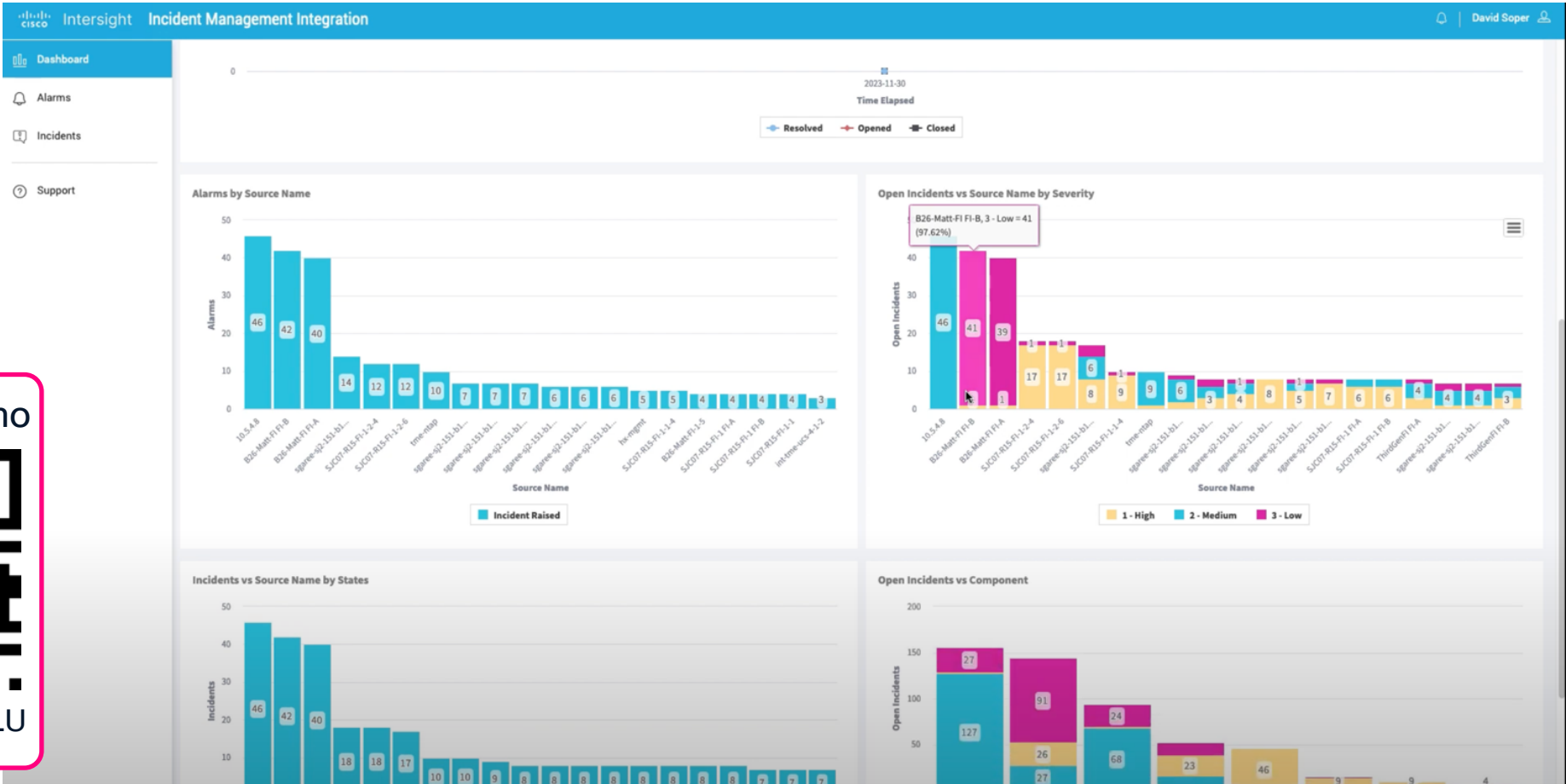
Import inventory and metrics into VMware Aria Operations

# What's new highlights: ServiceNow Incident Management Integration

YouTube Demo



cs.co/9005vPpLU



Import alarms and advisories into ServiceNow Incident Management

# What's new highlights: Splunk plugin



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splunk>  
a cisco company

The image displays the Splunk interface with the Cisco Intersight add-on. The top section shows a 'New Search' bar with the query `sourcetype="cisco:intersight:metrics" event.DomainName="int-ucs-1"` and a search button. Below the search bar, a timeline view shows 6,558 events from 1/20/25 11:30:00.000 PM to 1/21/25 11:56:13.000 PM. The bottom section shows the 'Configuration' page for the Cisco Intersight add-on, with a table for account configuration. The table has columns for Account Name, Cisco Intersight Hostname, API Key ID, and Actions. A search bar is present above the table. The 'Add' button is visible next to the search bar.

| Account Name | Cisco Intersight Hostname | API Key ID | Actions |
|--------------|---------------------------|------------|---------|
| account      |                           |            |         |

```
event: { [-]  
  AccountMoid: 636d24f77564612d3375a70e  
  DomainId: /api/v1/asset/DeviceRegistrations/63d94a256f72612d3249628b  
  DomainName: int-ucs-1  
  HostId: /api/v1/network/Elements/63d94a266176752d35d59d36  
  HostName: int-ucs-1 FI-B  
  HostType: network.Element  
  Id: null  
  Model: UCS-FI-6454  
  Name: Vethernet 830  
  ParentId: /api/v1/network/Elements/63d94a266176752d35d59d36  
  ParentName: int-ucs-1 FI-B  
  assetDrMoid: 63d94a256f72612d3249628b  
  host.tags: [ [+]  
}
```

Exports Intersight inventory and metrics into Splunk

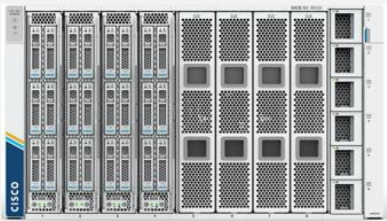
# UCS Hardware

# Cisco UCS compute portfolio

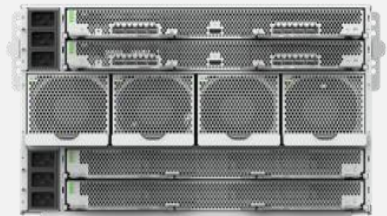
## MAINSTREAM ENTERPRISE SERVERS

UCS X-Series  
X9508 Chassis

IFM Module



UCS X-Series Direct



UCS X210c M8



UCS X215c M8



UCS X410c M7



UCS X210c M7



UCS B200 M6



UCS C240 M8E3S  
36 EDSFF E3.S1T



UCS C240 M8SX  
28 HDD/SDD/NVMe



UCS C240 M8L  
16 LFF + 4 SFF



UCS C240 M7SN  
28 NVMe



UCS C240 M6S  
14 SSD/HDD Media drive



UCS C240 M6N  
14 NVMe Media Drive



UCS C220 M8E3S  
16 EDSFF E3.S1T



UCS C220 M8S  
10 HDD/SSD/NVMe



UCS C220 M7N  
10 NVMe



UCS C245 M8SX  
28 HDD/SDD



UCS C225 M8S  
10 HDD/SSD



UCS C225 M8N  
10 NVMe



## AI SERVERS

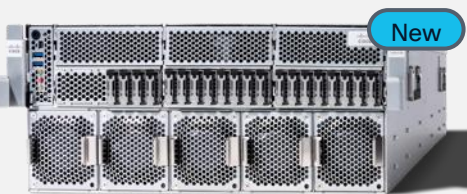
UCS C885A M8  
8RU Dense GPU  
Server



UCS C880A M8  
8RU Dense GPU  
Server



UCS C845A M8  
4RU MGX Server



# X-Series portfolio

## COMPUTE

### X210c Compute Node

- 2-Socket, single slot servers
- **Three Generations: M6, M7 and M8**
- Intel 3rd Gen (Ice Lake)  
4th Gen (Sapphire Rapids)  
5th Gen (Emerald Rapids) and  
6th gen (Granite Rapids) Xeon CPUs



### X410c Compute Node

- 4-Socket, dual slot servers
- Intel 4th Gen Xeon CPU
- Up to 64 DDR5 DIMMs



### X215c Compute Node

- 2-Socket, single slot servers
- M8 with AMD 4th gen EPYC CPU



## FABRIC

### 4th,5th and 6th Gen FI

- 25/100G ports
- Unified ports: 32G FC (6536). 64G FC (66xx)
- Supports VIC 1400, 14000 and 15000 series



### UCS X-Series Direct

- Scale at the edge  
with X-series advantage  
for 1-16 servers



### 25/100G IFM

- 8 x 25/100G connectivity



### 4th and 5th Gen VIC

- 25/100G connectivity  
for both blades and racks



## X-FABRIC AND PCIE NODE

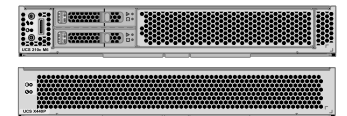
### X-Fabric

- Based on native PCIe Gen 4 and Gen 5
- Provides GPU acceleration to enterprise application
- No backplane or cables = Easy upgrades



### GPU Node and Front Mezz GPUs

- Nvidia A16, Nvidia L40S, Nvidia L4, AMD MI210  
and Nvidia H100-NVL  
X580p with 4 DW GPUs



# UCS Fabric portfolio

## 4<sup>th</sup> Gen



FI 6454



FI 64108



IOM 2408 (B-series)



IFM 25G (X-series)



93180YC-FX3



VIC 1400 / 14000 Series  
(10G/25G/40G/100G)

## 5<sup>th</sup> Gen



FI 6536



UCSX-S9108-100G



IOM 2408



IFM 25G



IFM 100G



IOM 2304



93180YC-FX3



VIC 15000 Series  
(10/25/40/50/100/200G)

## 6<sup>th</sup> Gen



New

FI 6664



IFM 25G



IFM 100G



93180YC-FX3



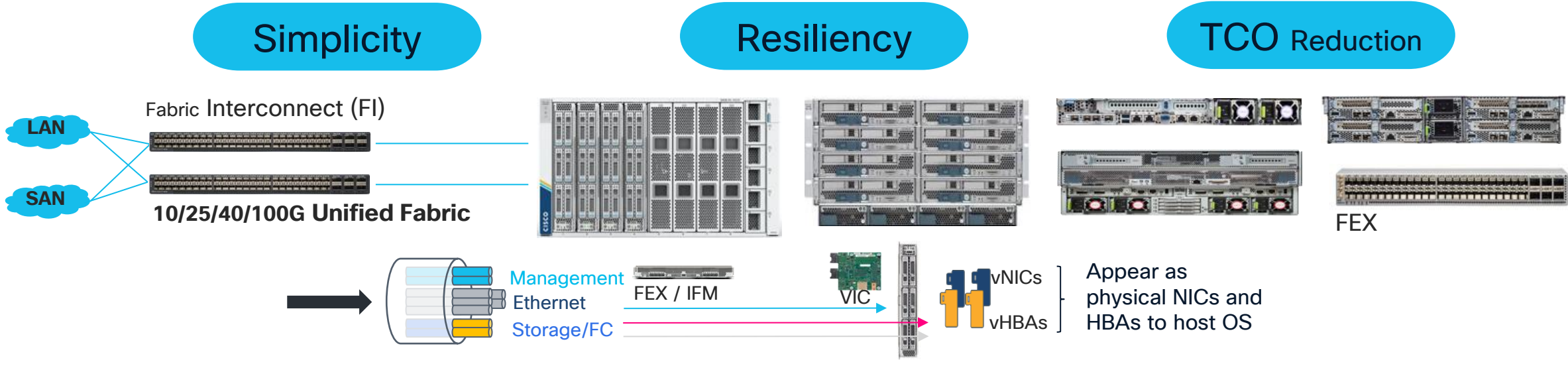
VIC 15000 Series  
(10/25/40/50/100/200G)

Fabric  
Interconnect

IOM/IFM/  
FEX

Converged  
Adapters

# UCS Fabric innovations = simplicity



## TRADITIONAL RACK



Ad Hoc and Inconsistent

## TRADITIONAL BLADE



Structured, but Siloed and Complicated

## CISCO UCS



Simplified, Optimized and Automated

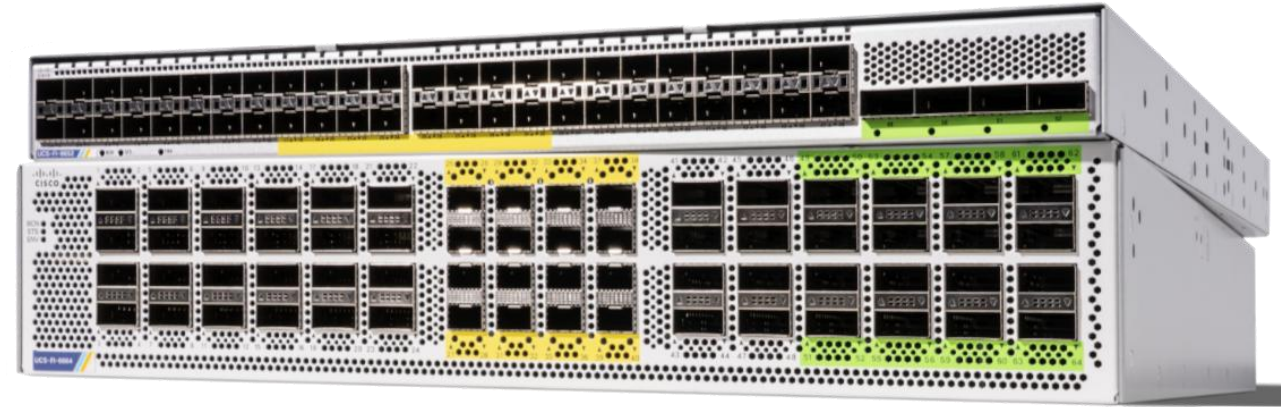
# 6th Generation UCS Fabric Interconnects

## Redefining Compute Connectivity

- Industry's first 64G Fibre Channel for modular servers
- Simplified rack and modular server transition to 64G Fibre Channel
- Densest 25/50G or 100G converged fabric POD for x86 compute
- Comprehensive storage protocol support for compute
- Cloud scale management and visibility



UCS Manager



# 6th Gen UCS Fabric Interconnect 6664

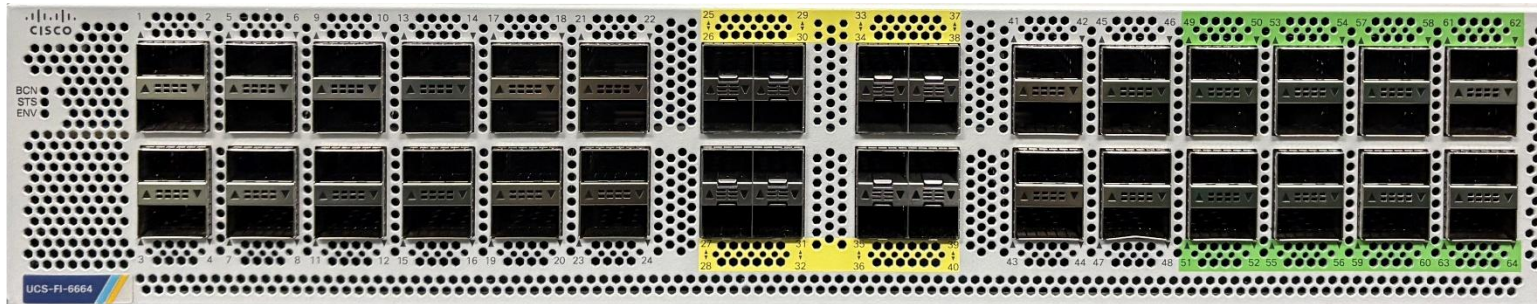
Based on Next Gen Cisco Cloud Scale ASIC

11.65 Tbps  
Switching  
Performance

100G Ethernet

64G Fiber Channel

Enhanced  
Telemetry



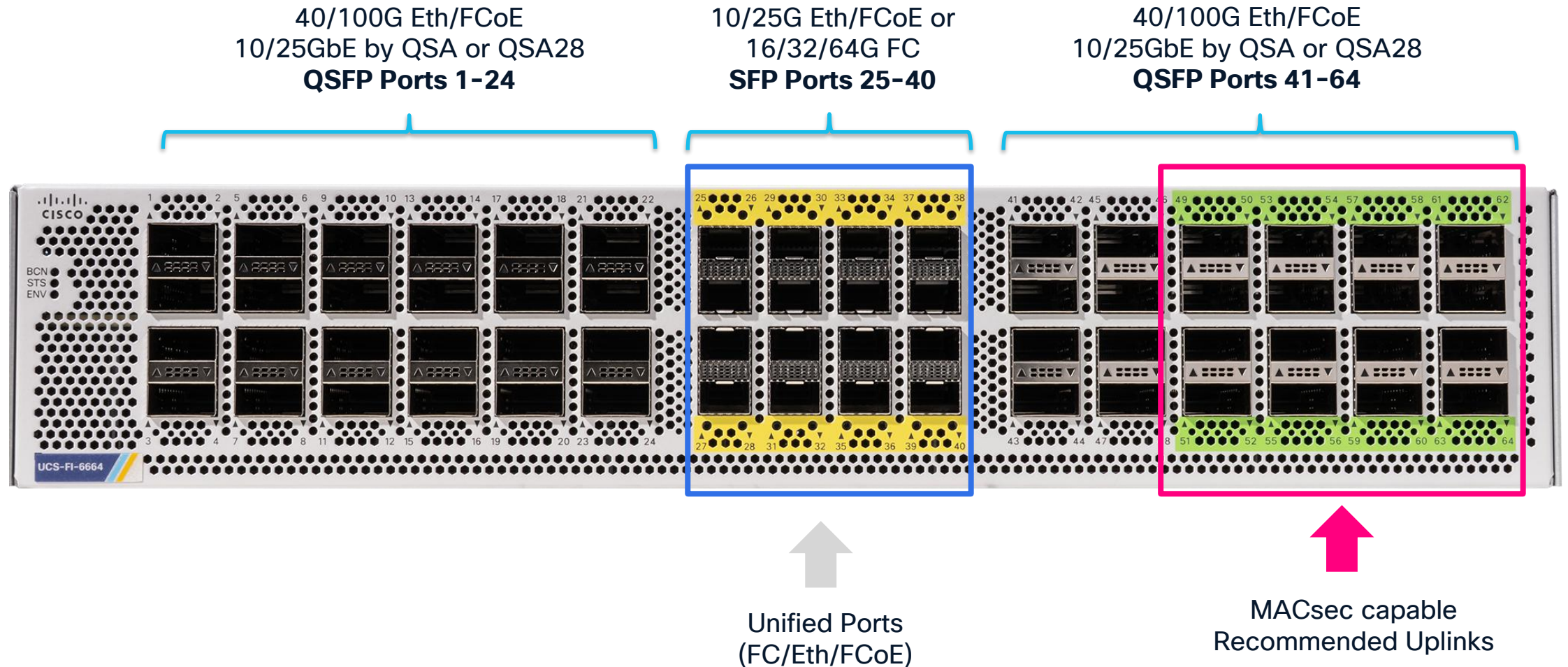
## Features:

- 2 Rack Unit/High Density
- 64 Ports
  - 48 QSFP 40/100G Ethernet
  - 16 SFP 10/25G Ethernet or 16/32/64G Fiber Channel
- Supports both UCSM and IMM
- MACSec on Uplink Ports
- Perpetual Software License
- FC end-host and switch-mode

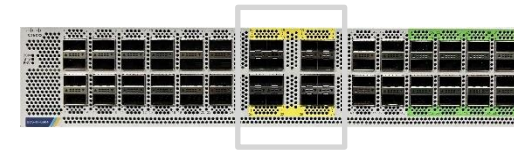
## Interoperability:

- X series and C series server connectivity
- Support for M6, M7, M8+ generation Intel/AMD servers
- Support for Cisco MDS and Brocade SAN switch connectivity
- Support for IFM-100G, IFM-25G, Nexus 93180YC-FX3 FEX connectivity

# Fabric Interconnect 6664 port layout (back)



# Fiber channel connectivity



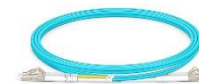
FI 6664

+



16/32/64G FC SFP  
Cisco PIDs (64G)  
• DS-SFP-FC64G-SW  
• DS-SFP-FC64G-LW

+



MMF or SMF LC cable

+



16/32/64G FC SFP



SAN switch or Storage Array

# Feature Comparison

| Feature                               | FI 6300 Series               | FI 6400 Series                          | FI 6536                                  | FI 6664                   |
|---------------------------------------|------------------------------|-----------------------------------------|------------------------------------------|---------------------------|
| NXOS Release                          | 7.x                          | 9.x , 10.x*                             | 9.x, 10.x*                               | 10.x                      |
| End host & switch mode                | Supported                    | Supported                               | Supported                                | Supported                 |
| FC/FCoE NPV & switch mode             | Supported                    | Supported                               | Supported                                | Supported                 |
| NetFlow                               | Supported                    | Supported                               | Supported                                | Supported                 |
| PVLAN                                 | Supported                    | Supported                               | Supported                                | Supported                 |
| Port-security                         | Supported                    | Supported                               | Supported                                | Supported                 |
| IOM                                   | 2200 / 2300 series           | 220x / 2408                             | 2408 / 2304                              | -                         |
| IFM                                   | -                            | IFM-25G                                 | IFM-25G/ IFM-100G                        | IFM-25G/ IFM-100G         |
| Servers                               | Upto M6<br>B-/ C- /S- series | M4/M5/M6/M7/M8<br>B-/ C-/ S-/ X- series | M4/M5/M6/M7/M8<br>B-/ C-/ X- / S- series | M6/M7/M8<br>C-/ X- series |
| VIC                                   | 1200/ 1300/<br>1400/15000    | 1300/ 1400/ 15000                       | 1300/ 1400/ 15000                        | 1400/ 15000               |
| Management                            | UCSM                         | UCSM / IMM                              | UCSM / IMM                               | UCSM / IMM                |
| NVMeoF, SR-IOV, VIC QinQ Tunneling    | Supported*                   | Supported                               | Supported                                | Supported                 |
| Congestion monitoring, MACSEC, ERSPAN |                              | Supported                               | Supported                                | Supported                 |

# 6th Gen UCS Fabric Interconnect 6652

Based on Next Gen Cisco Cloud Scale ASIC

8.44 Tbps Switching  
Performance

6454 Refresh

64G Fiber Channel



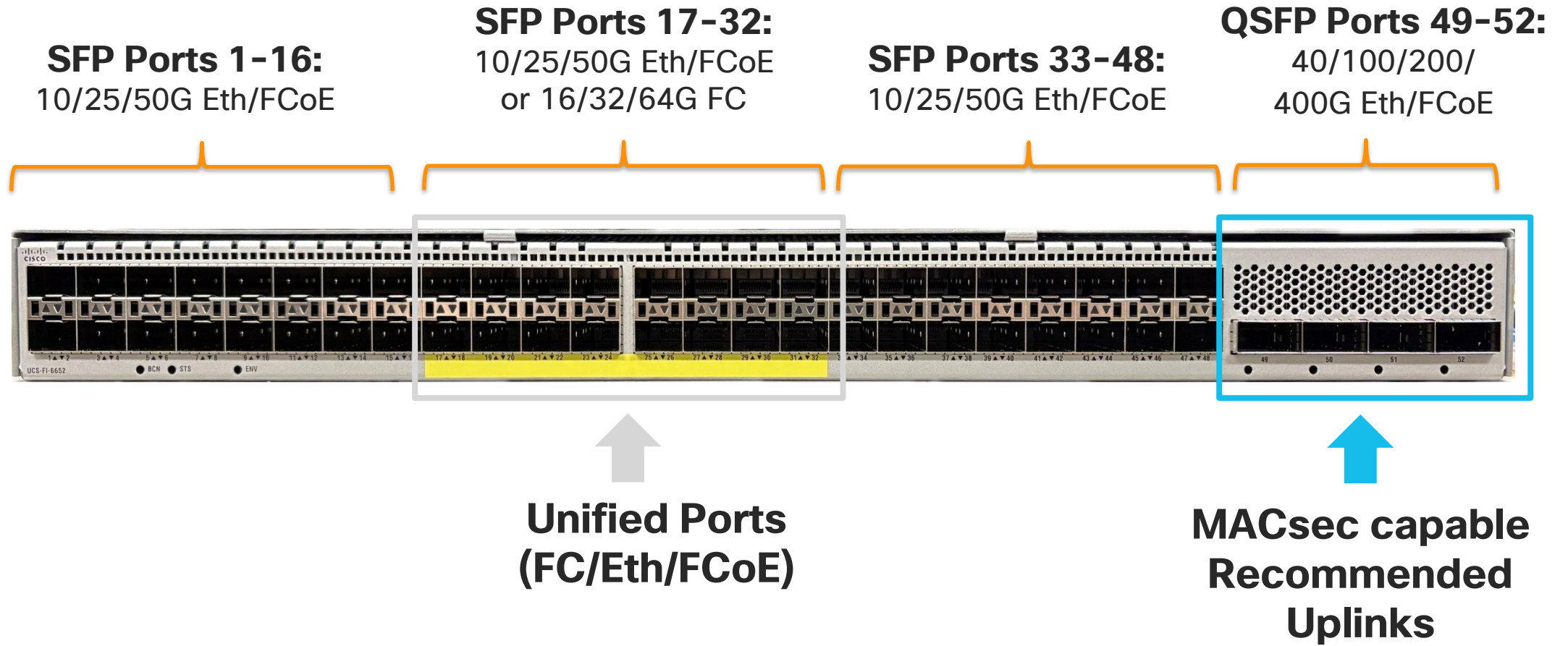
## Features:

- 1 Rack Unit
- 52 Ports
  - 32 SFP 10/25/50G Ethernet
  - 16 SFP 10/25G Ethernet or 16/32/64G Fiber Channel
  - 4 QSFP-DD 40/100/400GbE Ethernet Uplinks
- Supports both UCSM and IMM
- MACSec on Uplink Ports
- Perpetual Software License
- FC end-host and switch-mode

## Interoperability:

- X/B series (Blade) and C series (Rack) server connectivity
- Support for M5, M6, M7, M8+ generation Intel/AMD servers
- Support for Cisco MDS and Brocade SAN switch connectivity
- Support for IOM-2408, IFM-25G, Nexus 93180YC-FX3 FEX connectivity

# FI 6652 – rear view



# 6<sup>th</sup> gen FI licensing

## 4<sup>th</sup> Gen FI / 6400 Series



### Pricing Model

#### Two Components

- Base HW Purchase (20 port default license)
- Add-on Port licenses

Port based licensing. Host attach to licensed ports

Port license price based on port type, host type etc.

PAK licensing: Bound to FI serial number, tied to FIs

## 5<sup>th</sup> Gen Fabric (Perpetual License)



### Pricing Model

#### One component

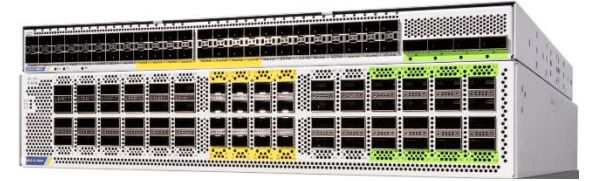
- Base HW Purchase
  - Default perpetual SW license line item

All ports included in SW license. Host attach to any port

All the ports and SW is licensed for the life of FI 6536. No license installation is required and its auto-included.

License is non-transferable and can't be ordered a la carte

## 6<sup>th</sup> Gen FI / 6600 Series (Perpetual License)



### Pricing Model

#### One component

- Base HW Purchase
  - Default perpetual SW license line item

All ports included in SW license. Host attach to any port

All the ports and SW is licensed for the life of FI 6600 series. No license installation is required and its auto-included.

License is non-transferable and can't be ordered a la carte

# UCS X-Series Direct: update

## Original Released Support

### Up to 8 compute nodes

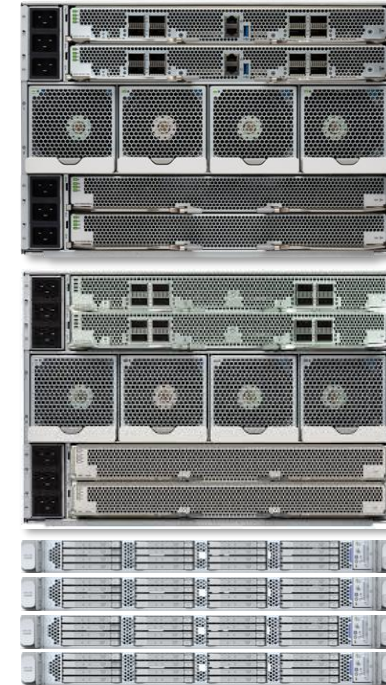
- X210c M6, X210c M7, X215c M8
- X410c M7
- Support of X-Fabric + X440p
- 4<sup>th</sup> & 5<sup>th</sup> Gen VIC
- Full config support of X-series compute Node



## Now Available

### Up to 16 X-Series compute nodes

- IFM-100G for 2nd Chassis
- Plus: Up to 4 rack server



# Dual wide PCIe node and switched X-Fabric



Solution for customer who need higher GPU density



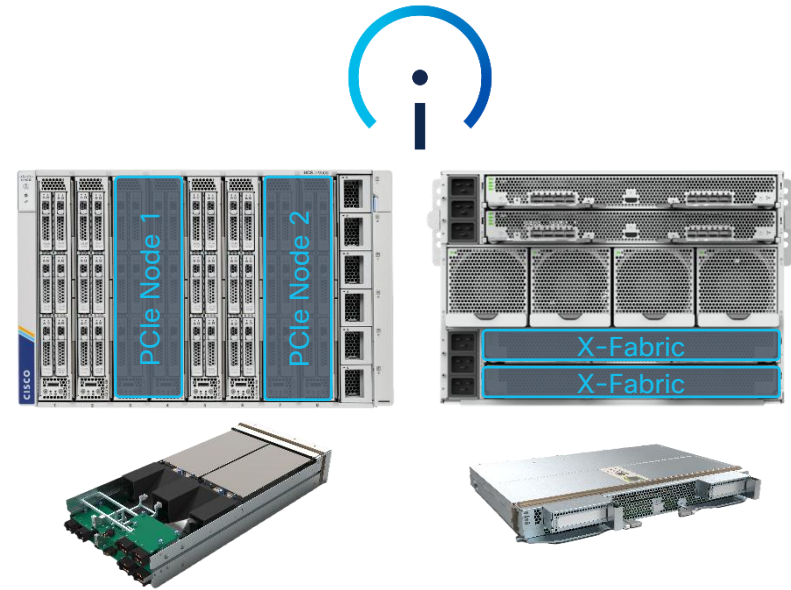
Supports wide range of workloads



Intersight managed solution



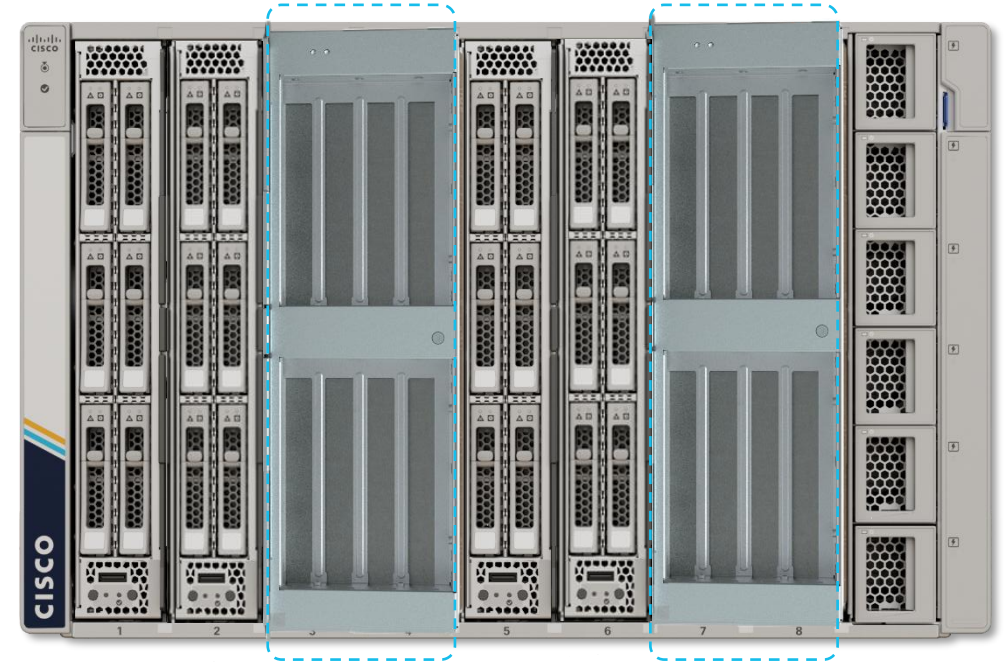
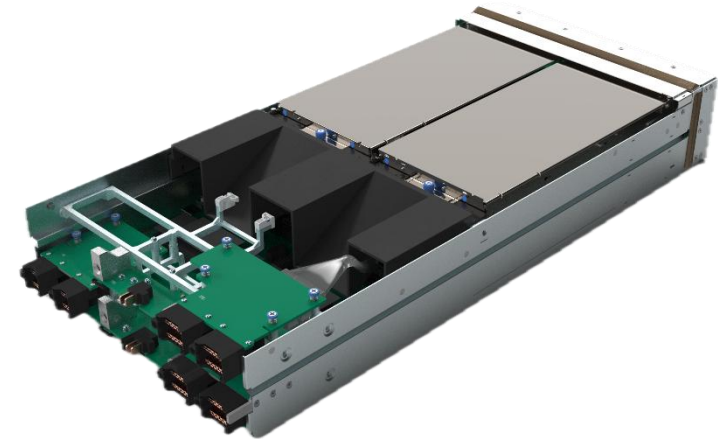
Competitive differentiation with X-Fabric and X-Series



- ✓ PCIe Switching with PCIe Gen 5 connectivity
- ✓ 4x FHFL or HHL GPUs per PCIe node
- ✓ Intra-host GPU interconnect with NVLink
- ✓ Intersight policy-based Management
- ✓ Inter-host scaling with RDMA over AI Fabric

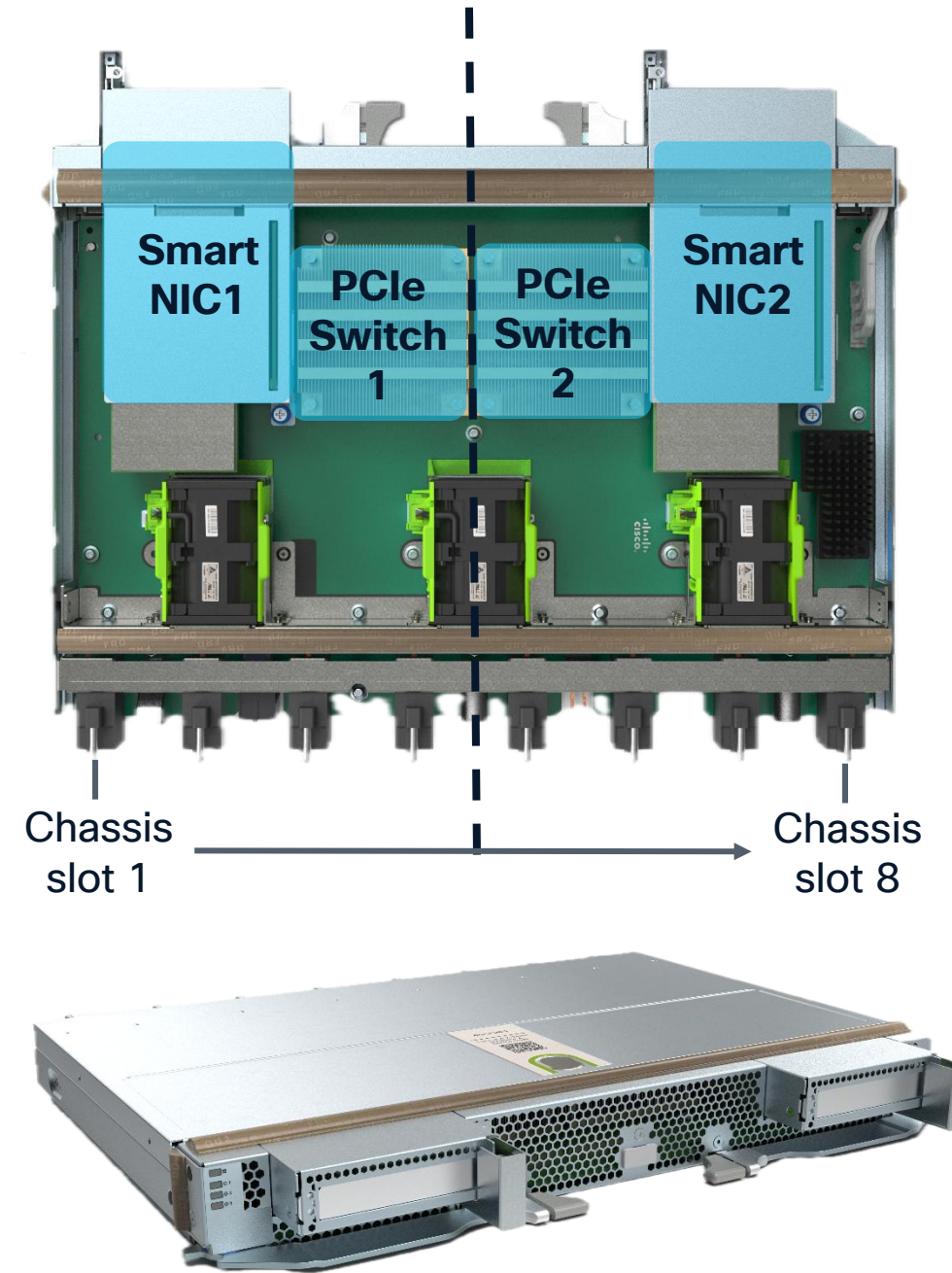
# X580p PCIe node

- Double wide PCIe node for up to 4x PCIe Gen 5 FHFL GPUs
- NVLink Bridge support
- Support up to 600W FHFL GPUs
- Managed PCIe node with BMC support
- Policy based GPU management
- Ability to support assigning up to 4x GPUs per compute node



# X-Fabric X9516

- PCIe Gen5 Switching
- 2x CEM Slots to support HHHH NIC cards
- Managed XFM Modules with BMC support
- GPU Direct Support over RDMA
- GPU Backend (East-West Traffic) network support
- Ability to support assigning up to 2x NICs per compute node



# AI cluster expansion

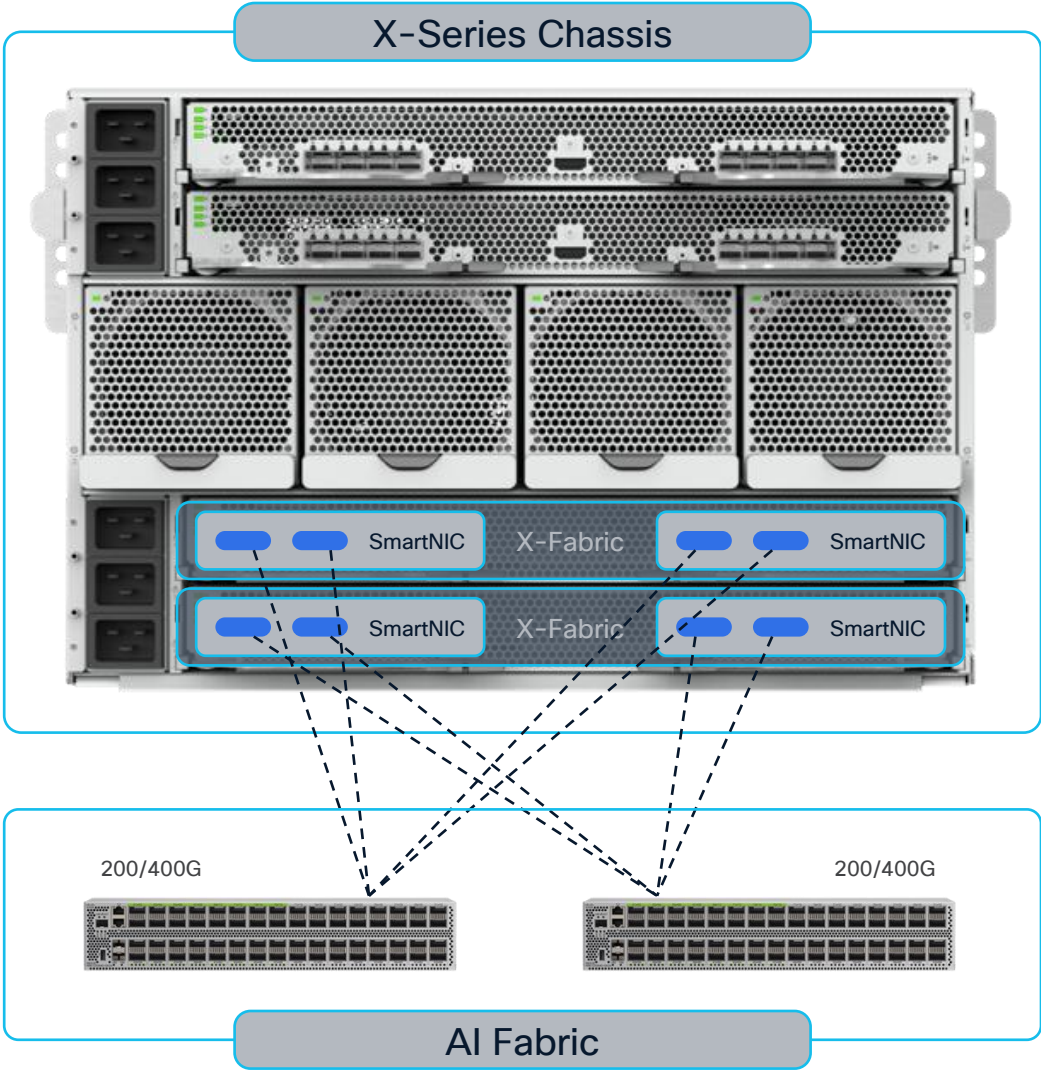
## GPU-to-GPU connectivity

with XFM external ports

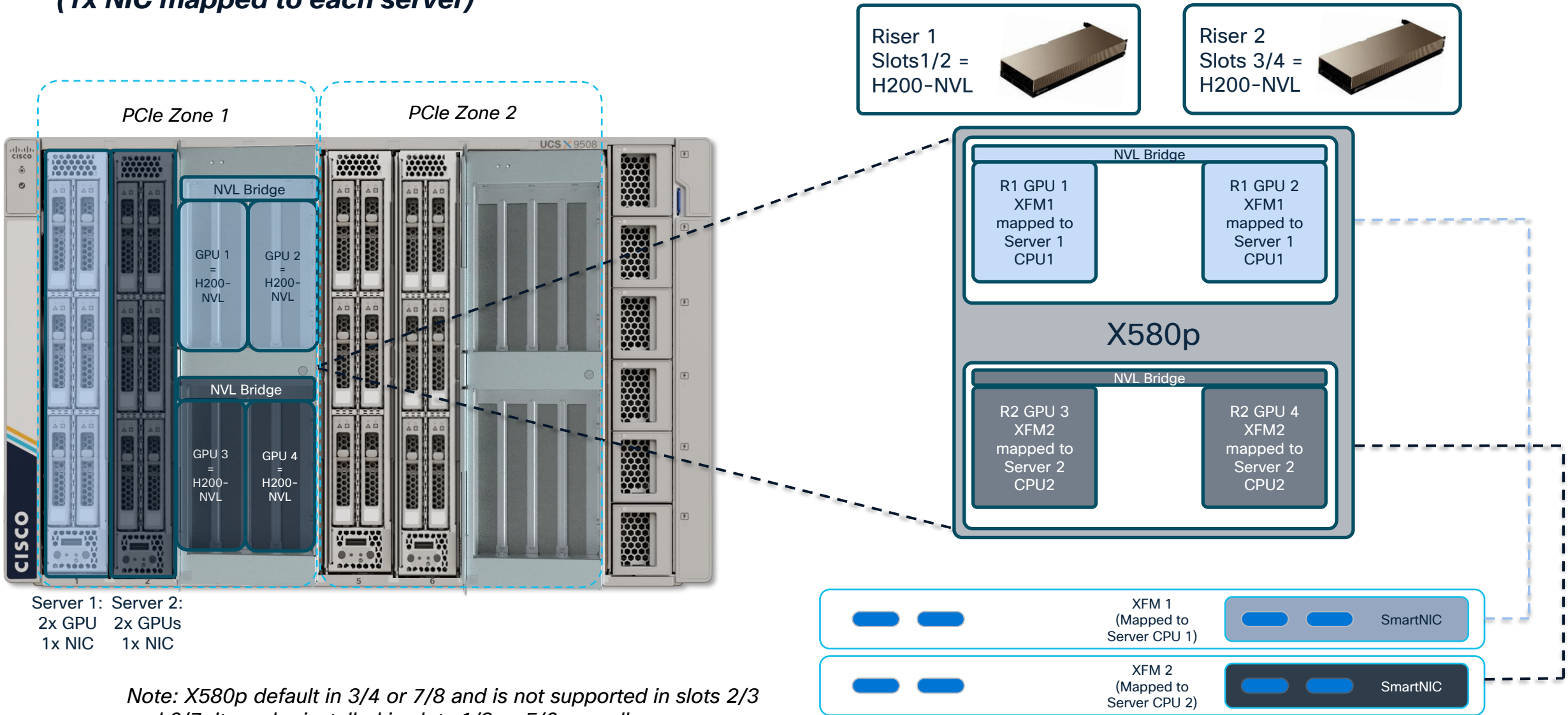
X-Fabric Module with Gen5 PCIe switch

SmartNIC Adapter for GPU East-to-West traffic

1 or 2 external ethernet ports based on adapter



# Example 1: X580p – 2x GPUs Allocated to Server 1 and 2x 2 w/NVL Bridge (1x NIC mapped to each server)

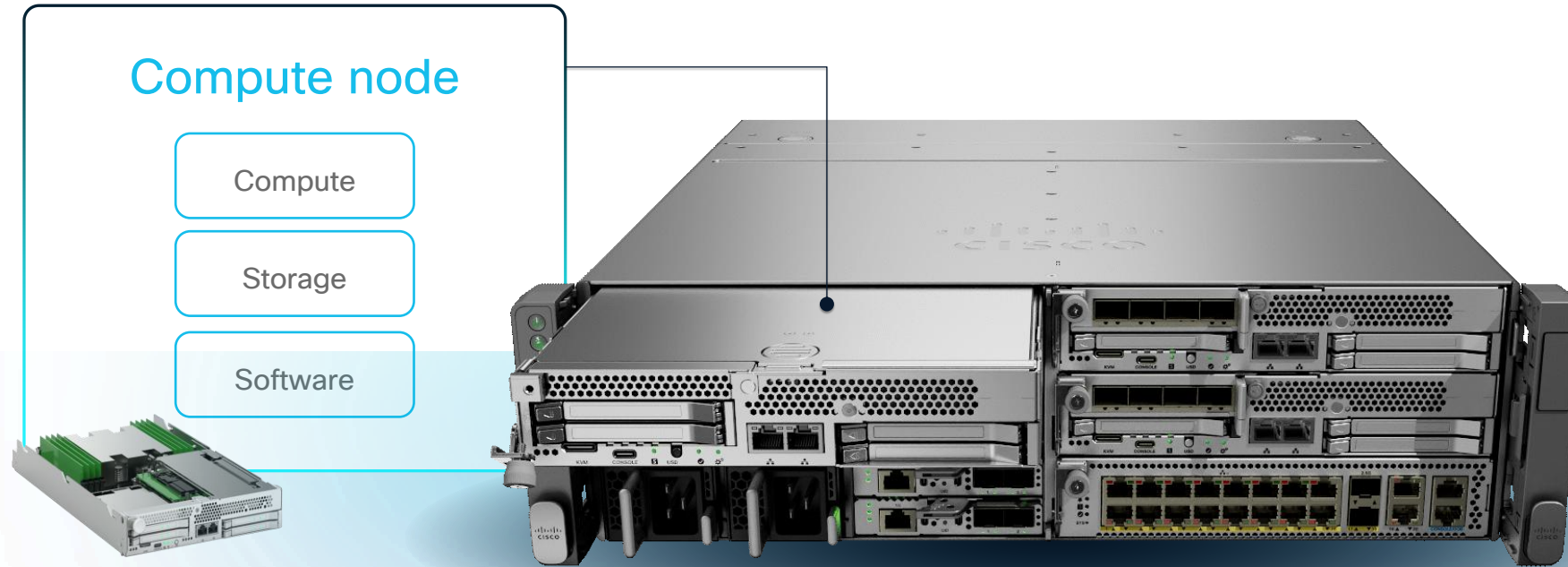


*Note: X580p default in 3/4 or 7/8 and is not supported in slots 2/3 and 6/7. It can be installed in slots 1/2 or 5/6 as well.*

# Unified Edge

# Cisco Unified Edge: Future-Ready Performance

Integrates compute, networking, storage, and security



**NUTANIX**

Nutanix Stack for Edge



Red Hat Edge Stack



VMware Edge Compute Stack



Intel Tiber



Virtual Networking



SUSE Edge

# Agile edge system

Serviceable

Modular

**3 RU Chassis**  
2 or 4 post mounting

**18-inch depth**

**Up to 5 modules**  
Compute and network options

**Optional bezel**  
Provides physical security and air filtration

**5x 80mm Fans**  
Acoustically-optimizable

Secure by design  
(physical and digital)

Investment protection  
over multiple generations

Consolidation of power,  
cooling and cabling

# Agile edge system

Serviceable

Modular

Status LEDs

Easy-to-read simplified health and status indicators

2x 2400W PSUs

N+N redundancy capable

2x Chassis

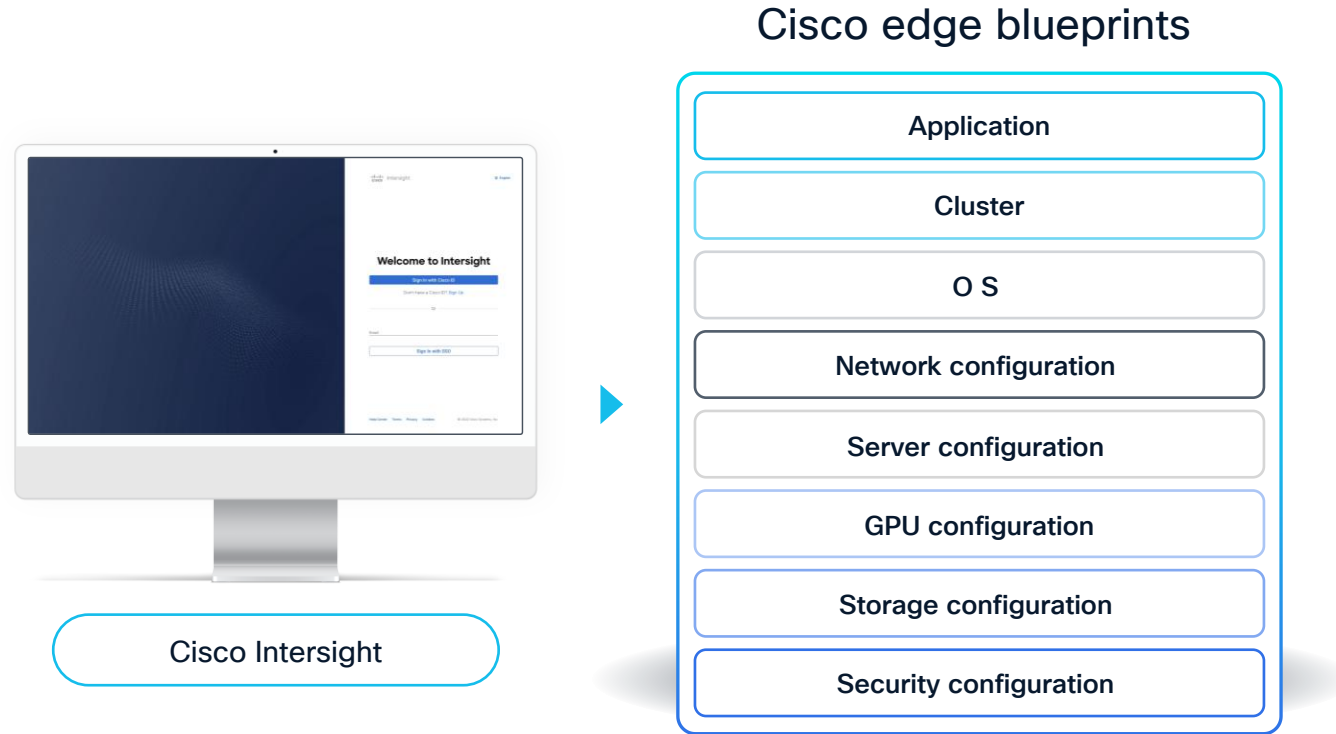
Management controllers fully redundant

- Tool-less, hot swappable modules
- Automated configuration upon replacement
- Built-in redundancy and resiliency
- Real-time health monitoring

# Day 0: Zero touch provisioning

Consistent, repeatable AI-ready infrastructure deployments across multiple sites

Unified operations



Golden configurations base on  
Cisco validated designs

Faster deployments  
with fewer errors

Supported by  
Cisco TAC

Available in  
a marketplace

# AI Servers

# Enterprise GPU server strategy

Address AI workloads with visibility, consistency, and control

Validated solutions for AI with compute, network, storage, and software

Build the model | Training

Optimize the model | Fine-tuning and RAG

Use the model | Inferencing



Cisco UCS® GPU-dense servers

Cisco UCS blade (with GPU extensions) and rack servers

Enterprise AI edge

Dense compute for demanding AI

Full-stack AI with compute and networking

# AI platform selection: UCS M8 GPU options

GPUs are subject to change as new peripherals are added to the portfolio

Potential Workload Type

Entry Tier & Edge

Universal AI, Text to Image/Video

AI Training / Inferencing (PCIe)

AI Training, HPC, Data Analytics

NVIDIA RTX Pro 6000\*

AMD MI210\*

NVIDIA H100 NVL\*

NVIDIA L40S\*

NVIDIA H100 / H200 SXM

AMD MI300X OAM

NVIDIA L4

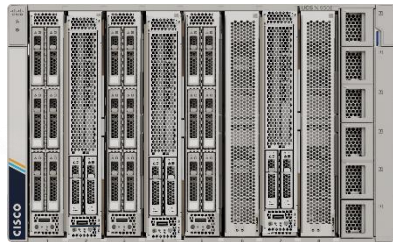
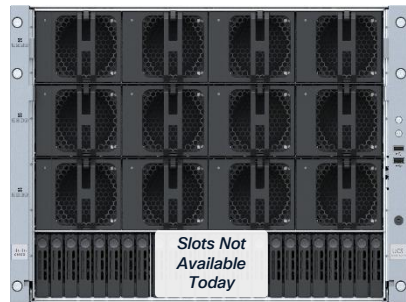
UCS C220/C225

UCS C240/C245

UCS X-Series

UCS C845A

UCS C885A



Max GPUs

3

2-8\*

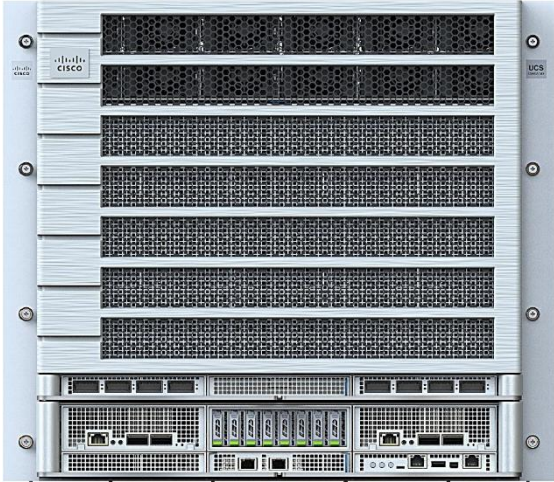
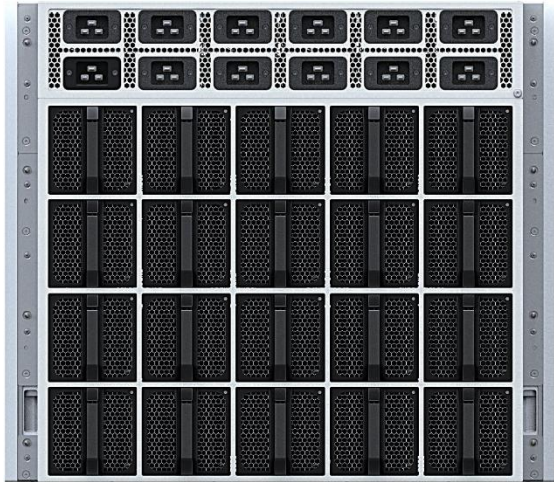
2-8\*

8

8

\* NOTE: GPU Form Factor and GPU model support may vary between AMD and Intel Platforms (i.e. c220/c225, c240/c245, and x210c/x215c). Check the spec sheet for each platform to determine maximum GPU support based on GPU selection

# UCS C880A specifications



## Product Specifications

### Form Factor

10RU 19" Rack Server (Based on NVIDIA's HGX reference architecture)

### Compute + Memory

- 2x 6<sup>th</sup> Gen Intel Xeon CPUs (select SKUs for AI and HPC workloads)
- Up to 32x DDR5 RDIMMs

### Storage

- 2x M.2 SATA Boot Drives along with RAID controller
- Up to 8x PCIe Gen5 x4 E1.S NVMe SSDs (Data)

### GPUs

- 8x NVIDIA HGX B300 NVL8 air-cooled GPUs

### E-W Networking

- 8x Integrated ConnectX-8

### N-S Networking

- 4x PCIe Gen5 x16 FHHL slots
- 1x OCP TSFF Gen5 x8

### Cooling

- 12 Hot swappable fans

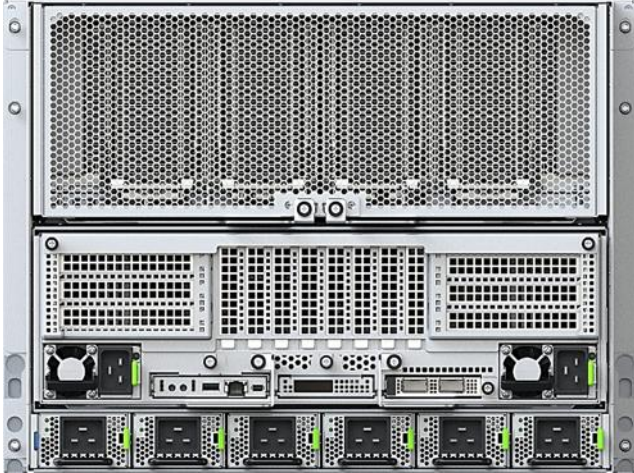
### Physical IO

- 1 USB 3.0 A, 1 mDP, 1 ID Button, 1 System Power Button, 1 USB 2.0 A UART (for debugging), 1 RJ45 (OOB mgmt.), 1 System ID LED/button

### Power Supply

- 12x 50V 3.2kW (N+N redundancy)

# UCS C885A specifications



## Product Specifications

### Form Factor

- HGX 8RU 19" Rack Server

### Compute + Memory

- 2x 4<sup>th</sup> Gen AMD EPYC 9554 (360W, 64 core, up to 3.75GHz) or
- 2x 5<sup>th</sup> Gen AMD EPYC 9575F (400W, 64 core, up to 5GHz)
- 24 DDR5 RDIMMs
- Up to 6,000 MT/S

### Storage

- 1 PCIe3 x4 M.2 NVMe (Boot Device) or Mirrored Boot Disks
- Up to 16 PCIe5 x4 2.5" U.2 NVMe SSD (Data Cache)

### GPUs

- Nvidia: 8 x H100 (700W) or 8 x H200 (700W)
- AMD: 8 x MI300X (750W)

### E-W Networking

- 8 PCIe x16 HHHL for East-West NIC ConnectX-7 or BF3 B3140H
- 1 PCIe x16 FHHL for North-South NIC BF3 B3220
- 1 OCP 3.0 X710-T2L for North-South or host management

### N-S Networking

- 12 Hot swappable (N+1) fans for system cooling
- 4 fans for SSD cooling

### Cooling

- 2 USB 2.0, 1 ID Button, 1 Power Button

### Physical IO

- 1 USB 3.0 A, 1 USB 3.0 C, mDP, 1 ID Button, 1 Power Button, 1 USB 2.0 C (for debugging), 1 RJ45 (mgmt.)

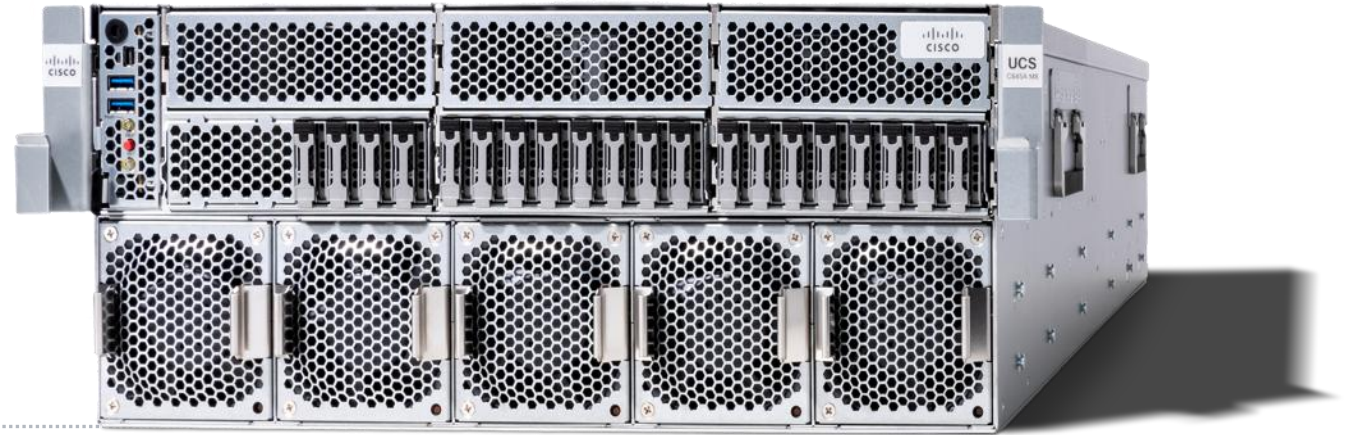
### Power Supply

- Up to 6 54V 3kW and 2 12V 2.7kW MCRPS/CRPS, N+1 redundancy

BRKCOM-2456

# Introducing a new member to Cisco's AI server family

Flexible, modular design for organizations looking to “start small and scale up” with AI



Announced February 2025,  
Orderable NOW

UCS Accelerated  
Cisco UCS C845A M8

## Nvidia MGX reference design

Configurations with NVIDIA or AMD GPUs  
Included as an option in Cisco Hyperfabric

## High performance in a compact form factor

Enhanced power delivery, fewer PCBs, and better cable routing for optimal airflow and thermal management

# UCS C845A Dense GPU Server Specifications

## Product Specifications

### Form Factor

- MGX 4RU 19" Rack Server

### Compute + Memory

- 2x 5<sup>th</sup> Gen AMD EPYC CPUs (400W, up to 96 cores, up to 5GHz per core)
- Up to 32x DDR5 RDIMM slots (5200 MT/s, 1 DPC - 4400 MT/s, 2 DPC)
- 8 Memory Channels per CPU

### Storage

- Up to 2 M.2 SATA SSDs for boot (hardware RAID Option Available)
- Up to 20 E1.S NVMe SSDs for cache and data

### GPUs

- Up to 8x NVIDIA or AMD PCIe GPUs
- 4 PCIe Gen5x16 FHHL for East-West (EW) NIC ConnectX-7 (1x400G) or BF3 B3140H SuperNIC
- 1 PCIe Gen5x16 FHHL for North-South (NS) NIC ConnectX-7 (2x200G) , BF3 B3220
- OCP 3.0 X710-DA2 (dual port 10GBaseT) for x86 management

### E-W Networking

### N-S Networking

- 10 hot-swappable fans for front-to-rear cooling

### Cooling

- 2 USB 3.0, 1 ID Button, 1 Power Button, 1 Reset Button, 1 miniDP port

### Physical IO

- 1 USB 3.0 A, 1 USB 3.0 C, 1 mDP, 1 ID Button, 1 Power Button, 1 USB 2.0 C (for debugging), 1 RJ45 (mgmt.)

### Power Supply

- Mandatory 4x 3200W (AC), Titanium hot-swappable power supplies (N+1)



# Cisco UCS C845A M8 rack server

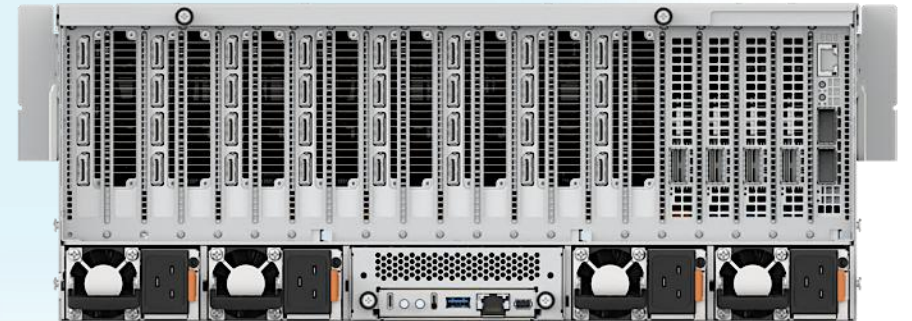
Versatile, accelerated, 4 RU rack server for broad set of AI use cases



NVIDIA MGX™ platform with  
2/4/6/8 NVIDIA RTX Pro 6000  
H100/H200/L40S GPUs  
2 AMD 5<sup>th</sup> Gen EPYC™ Processors

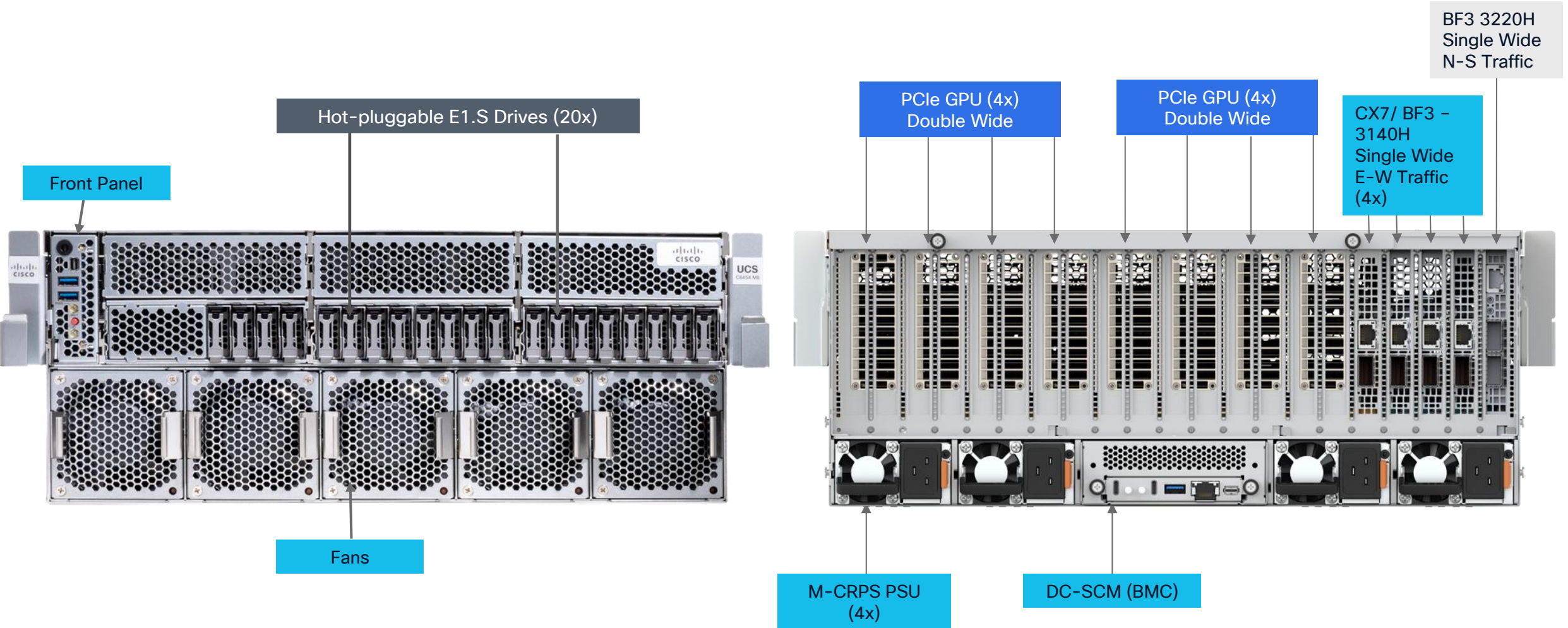


H100+B3220+B3140H\*4



L40S+B3220+CX7\*4

# C845A M8 front and back views



# Best Practices

# Ensuring Appliance Availability

Slow, but important!

## Configuration Backup

Backup of configuration files to an external server



Operational interruption

Appliance data lost

No configuration loss

## VM Backup

VM Backup of Appliance Node(s)



Operational interruption

No data loss

No configuration loss

## VM High Availability

Hypervisor HA Features for instant recovery

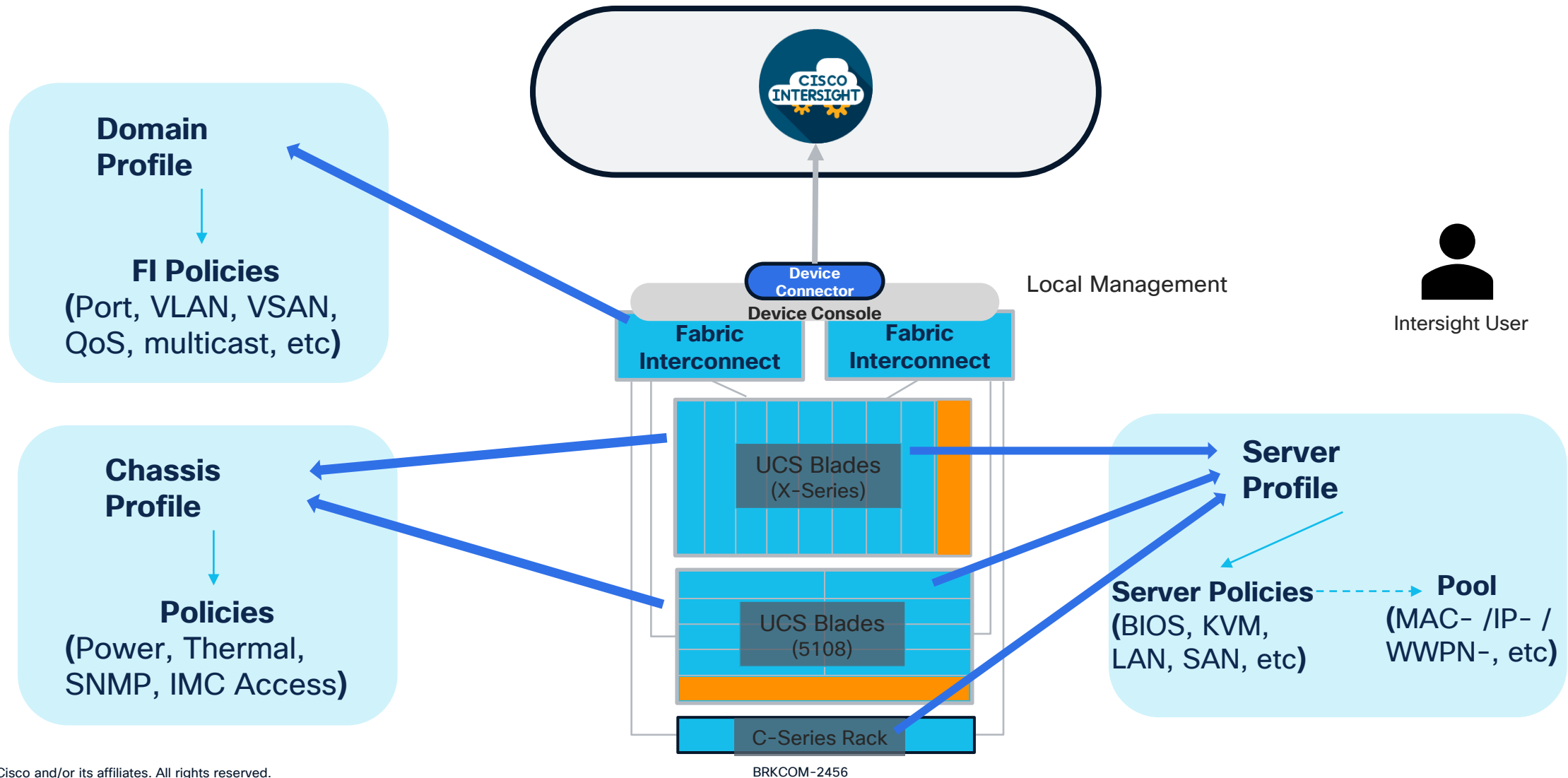


No interruption

No data loss

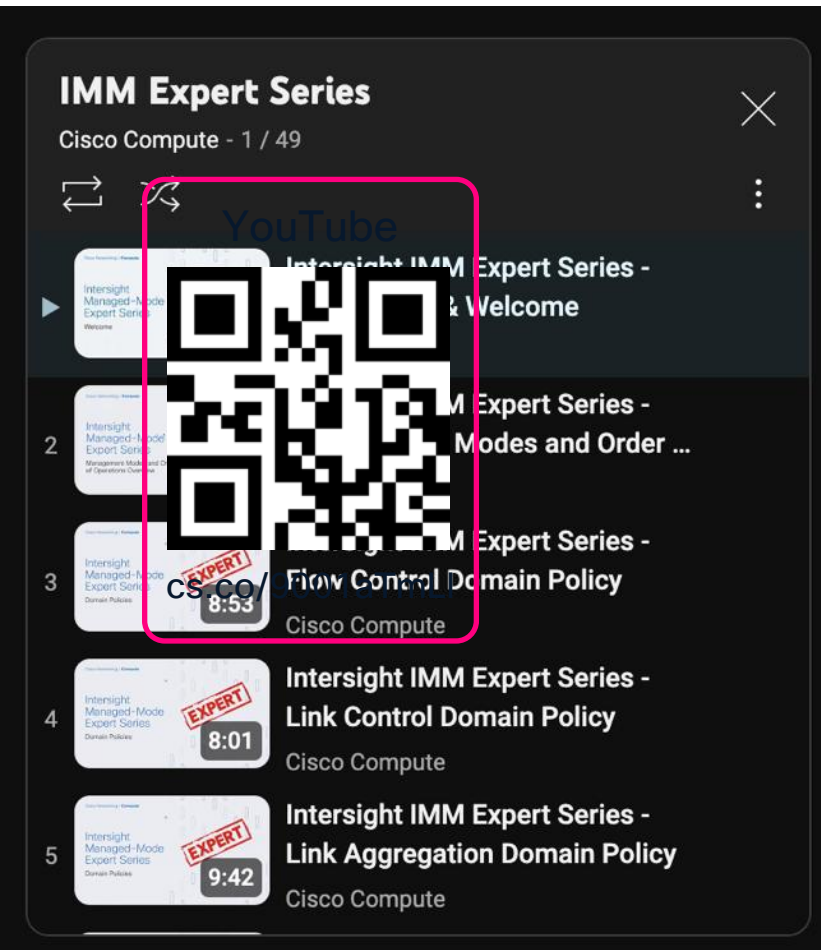
No configuration Loss

# IMM configuration model



# IMM Expert Series Deep Dive Best Practices and Training

Video series with in-depth explanations of...



Domain Policies & Domain Profile



Server Policies & Server Profile

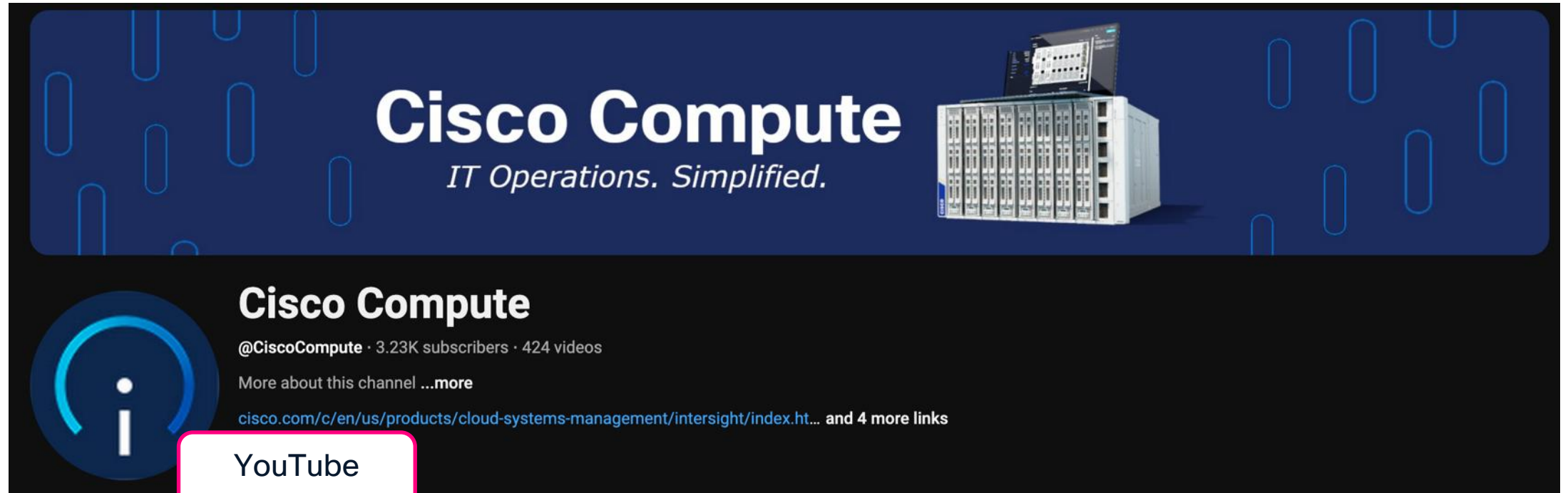


ID Pools



Use Cases

# Cisco Compute YouTube Channel



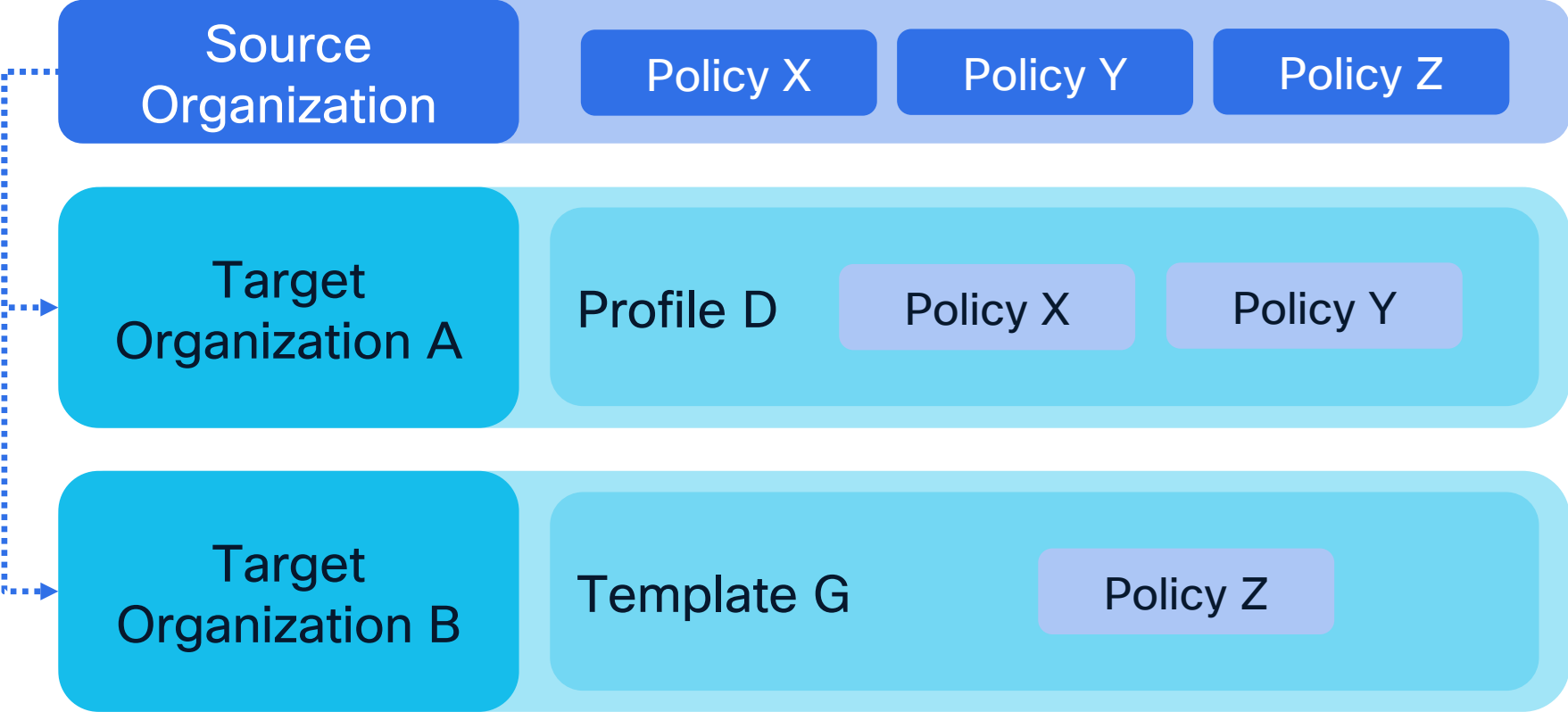
YouTube



youtube.com/  
@CiscoCompute

Subscribe to the Channel to receive  
notifications about new videos

# Configuration Sharing



# Intersight security hardening

## Pillars of UCS Security



Intersight  
Hardening  
Guide



CSDL



Supply Chain



Certifications



Server Operations



Application Operations



Data Ingestion and Integrity

# Setting up proactive RMA

Hello [REDACTED]

I am writing to let you know that Cisco has received a fault message from your Cisco UCS server connected by Cisco Intersight. The fault indicates that a memory DIMM module has failed and needs replacing. I have automatically created a TAC Case for you (SR [REDACTED]) and have created the RMA to ship you the replacement DIMM. I just need you to click the RMA link and verify your shipping address so the replacement part can be shipped out to you: [https://ibpm.cisco.com/rma/home/?RMANumber=\[REDACTED\]](https://ibpm.cisco.com/rma/home/?RMANumber=[REDACTED])  
If entitled a Cisco Field Engineer can be requested on the above RMA form to complete the replacement.

Note: If you have difficulty loading the link above, please contact Logistics Support Center at one of the following manners:

[www.cisco.com/c/en/us/buy/logistics-support-center.html](https://www.cisco.com/c/en/us/buy/logistics-support-center.html)

For more information about the failed DIMM and the server it's installed in:

Name: [REDACTED]

IP Address: [REDACTED]

Serial Number: [REDACTED]

Name: [REDACTED]

Service Profile: [REDACTED]

User Label: [REDACTED]

Description: DIMM DIMM\_M2 on server 5/7 operability: inoperable

Device in Intersight: [https://intersight.com/an/compute/physical-summaries/\[REDACTED\]/server/](https://intersight.com/an/compute/physical-summaries/[REDACTED]/server/)

Fault in Intersight: [https://intersight.com/an/cond/alarms/?Moid=\[REDACTED\]](https://intersight.com/an/cond/alarms/?Moid=[REDACTED])

The replacement guide available here:

[https://www.cisco.com/c/en/us/td/docs/unified\\_computing/ucs/hw/blade-servers/B200M5/B200M5\\_chapter\\_011.html#concept\\_a3p\\_vfl\\_kz](https://www.cisco.com/c/en/us/td/docs/unified_computing/ucs/hw/blade-servers/B200M5/B200M5_chapter_011.html#concept_a3p_vfl_kz)

For more information on this feature of Intersight see:

[https://intersight.com/help/features#proactive\\_support\\_enabled\\_through\\_intersight](https://intersight.com/help/features#proactive_support_enabled_through_intersight)

<https://www.cisco.com/c/en/us/support/docs/servers-unified-computing/intersight/215172-proactive-rma-for-intersight-connected-d.html>

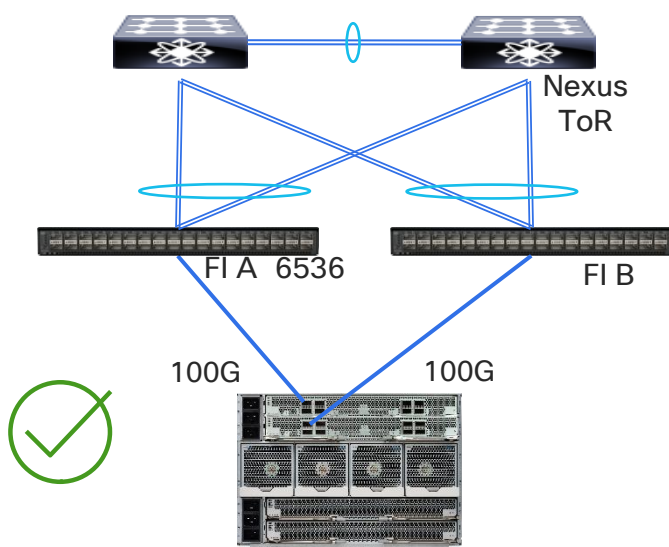
## Guide



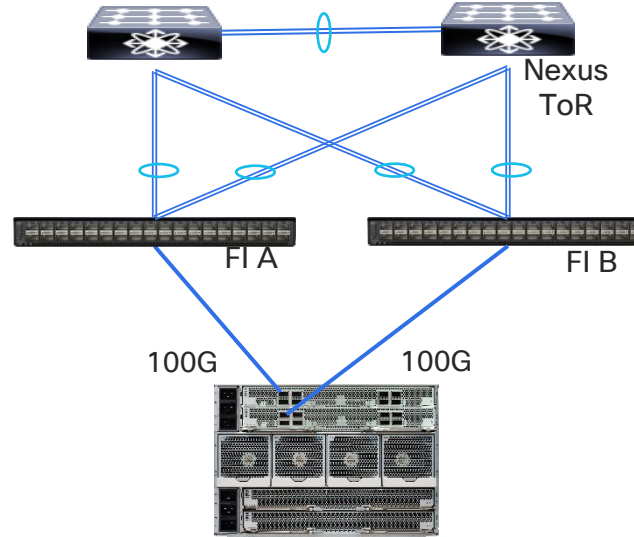
cs.co/9008aptOn

Guide explains how to set up recipients for Proactive RMA Case E-Mails

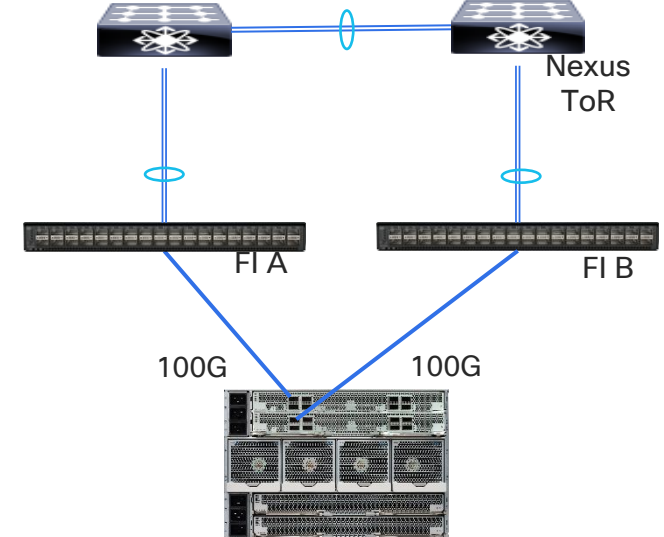
# LAN connectivity with FI 6664 in end-host mode



- Recommended configuration
- Port-channel from FI to Nexus-9K in VPC or a ToR in multi-chassis trunking (MCT)
- ToR switch ports should be STP edge-port
- Provides redundancy for FI, ToR and uplinks
- FI uplink BW aggregation via port-channel
- Avoids ToR to ToR L2 switching
- ToR fabric could be 3-tier, EVPN-VxLAN, IP-fabric, CLOS

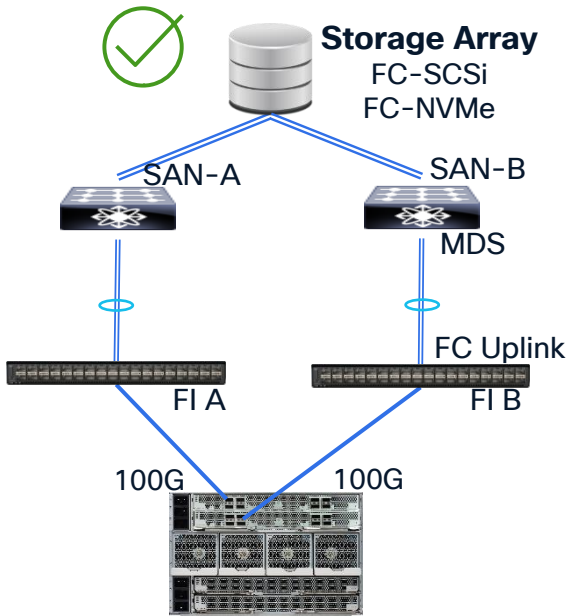


- Recommended with non-VPC/non-MCT
- Supported but not recommended with VPC/MCT
- vNICs gets pinned to one uplink & are distributed across multiple uplinks.
- ToR & uplink redundancy is available but will have re-pinning failover time

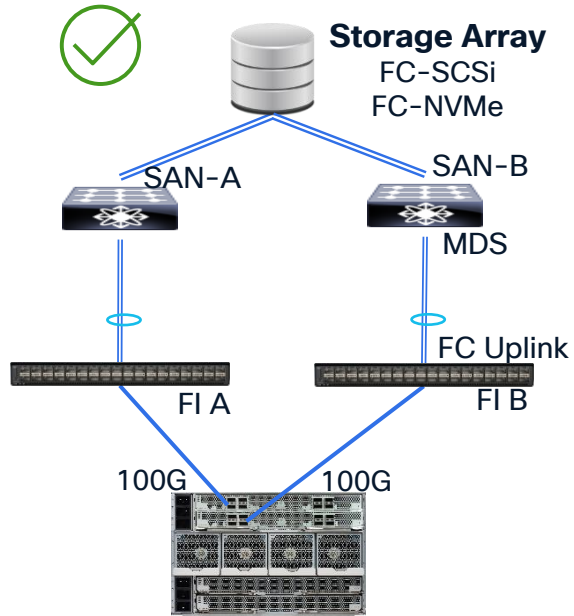


- Supported but not recommended
- No ToR level redundancy

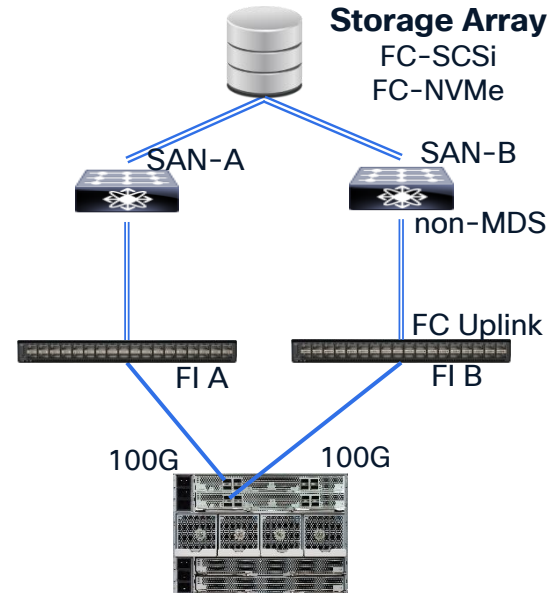
# FC-SAN connectivity with FI 6664



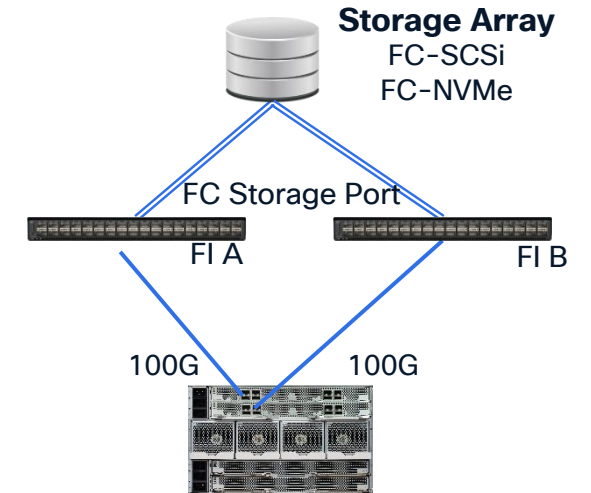
- FC end-host mode (N-port on FI & F-port on MDS)
- Port-channel from FI to MDS
- Port-channel for HA & BW aggregation
- VSAN is carried into MDS SAN with VSAN trunking
- 4 vHBA per server for higher redundancy
- Bigger SAN domain



- FC switch-mode (E-port on both)
- Port-channel from FI to MDS
- Provides HA & BW aggregation
- VSAN is carried into MDS SAN
- 4 vHBA per server for higher redundancy
- SAN domain is limited to 255
- Can have storage array connected to FI along with MDS SAN connectivity



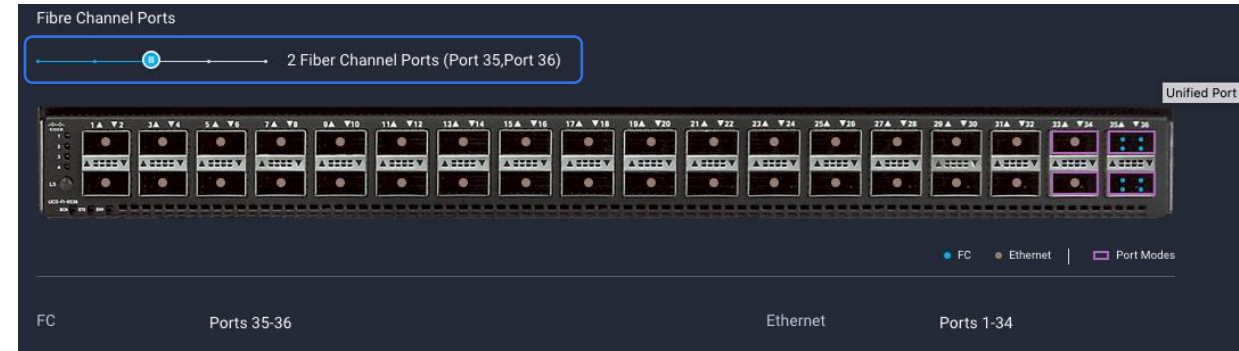
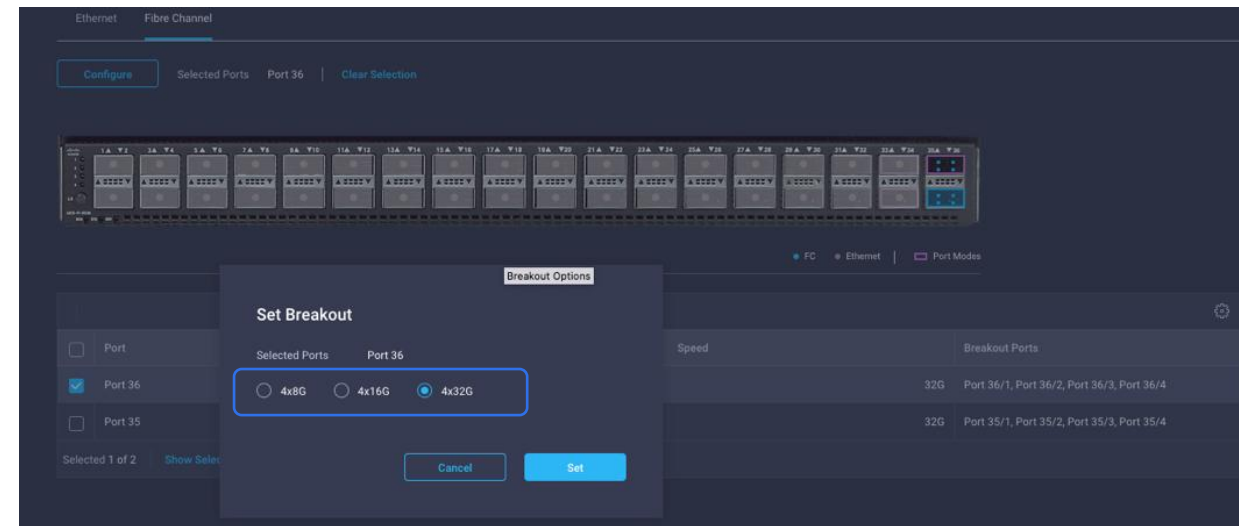
- FC end-host mode
- Recommended for non-MDS
- No port-channel with non-MDS
- VSAN virtualization is not available on non-MDS
- 4 vHBA per server for higher redundancy



- FC switch mode
- 4 vHBA per server for higher redundancy

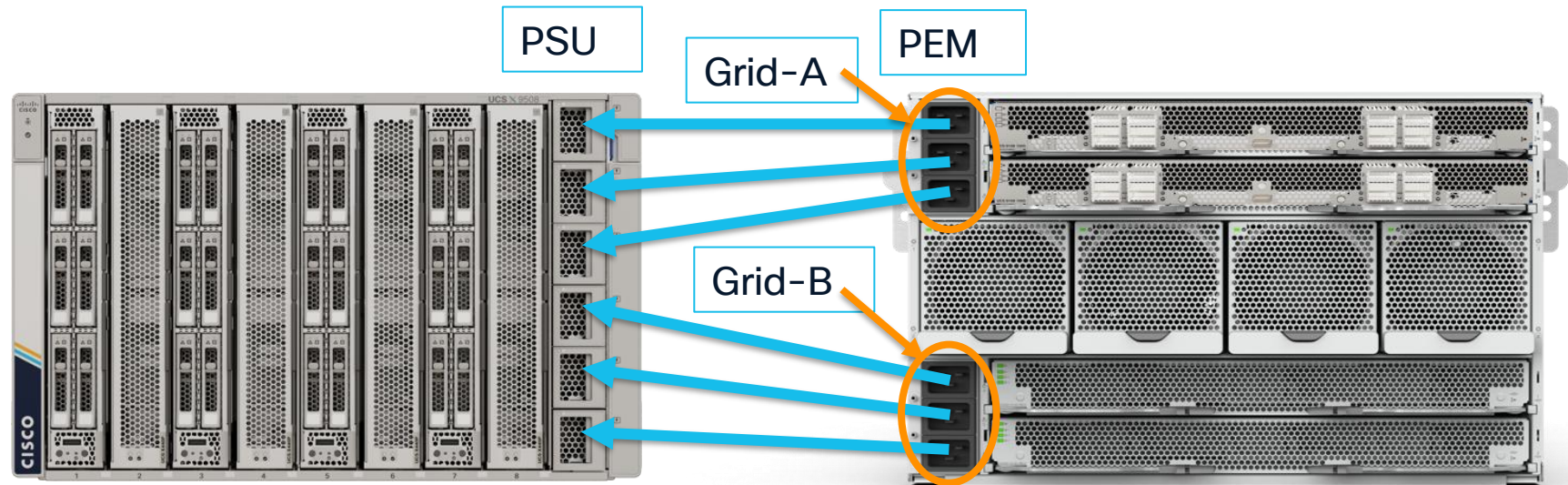
# FC port configurations

- Slider bar for FC port selection
  - Contiguous ports from right to left
  - Select port 36 thru 33 in increments of 1
  - Require system Reboot on deploy
- Unified ports selected
  - Configure unique FC break-out mode of “4x 8/16/32G” per unified port
  - All breakout port members operate at same FC speed
  - Each breakout member operates as individual FC port like in previous FI generations



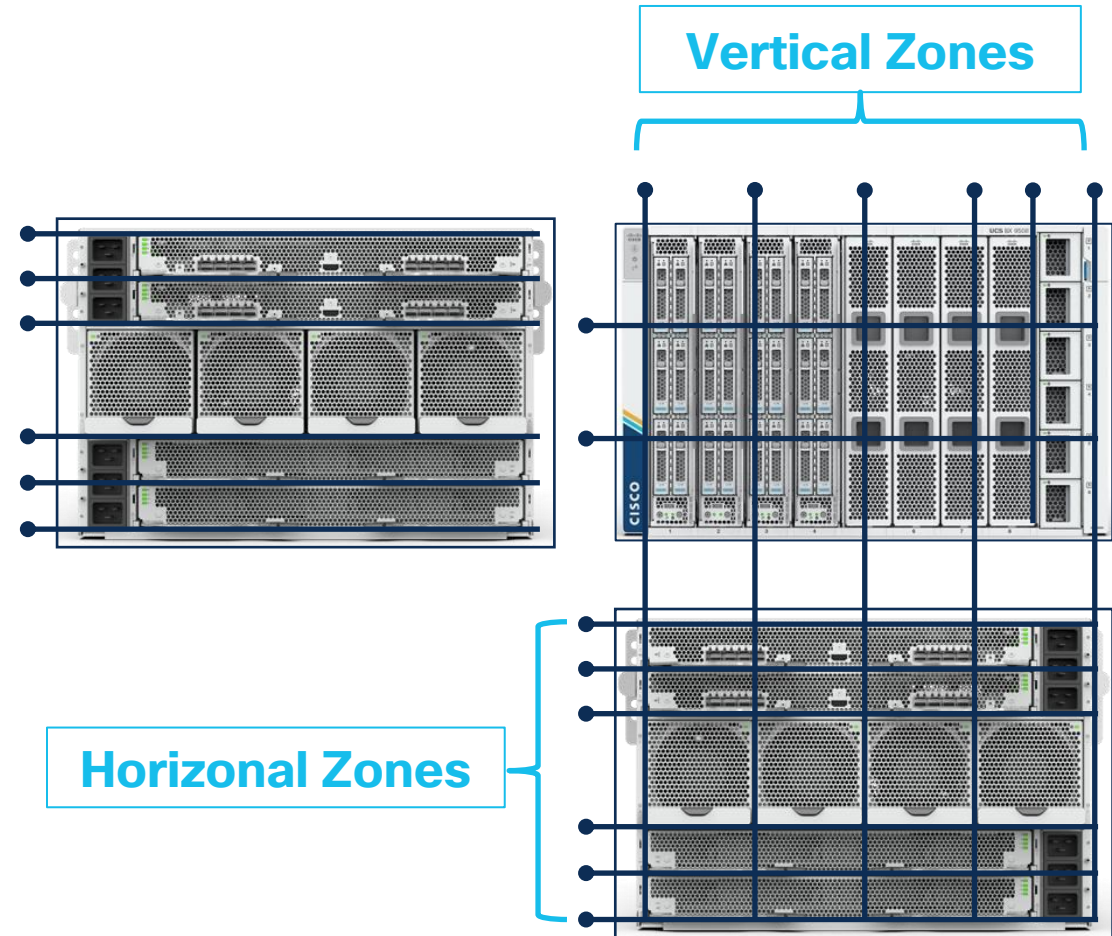
# Chassis power architecture

- Power entry modules (PEM) provide cable sockets for up to 6 power supplies (PSU)
- Power and thermals are monitored by the CMC on the IFMs
- PEMs also group input connections and PSUs per grid source for N+N redundancy
- Populate PSUs evenly across PEMs



# Zoned based cooling: dealing with 350W CPUs

- Vertical and horizontal zones
- Intelligent, independent fan speed control based on sensors participating in each zone
- Reduces fan power consumption by right-sizing air flow on a per-zone basis, and increases overall power efficiency



# Power redundancy

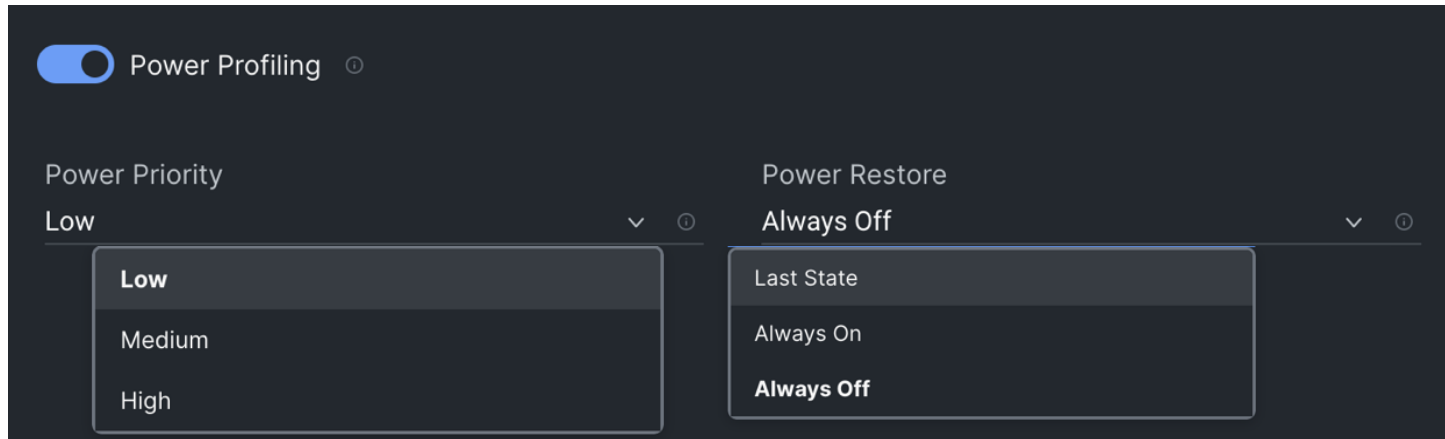
- The PSU population and redundancy modes determine how much total power can be consumed without power faults due to PSU output loss. Power allocation will have implicit cap at max value
- Power is reserved to meet redundancy requirement
- Total power is still **shared across all populated PSUs**

| Total and per-PSU maximum power by population and redundancy mode, with none in standby |           |           |           |            |            |            |
|-----------------------------------------------------------------------------------------|-----------|-----------|-----------|------------|------------|------------|
| Mode                                                                                    | 1 PSU     | 2 PSU     | 3 PSU     | 4 PSU      | 5 PSU      | 6 PSU      |
| N                                                                                       | 2800/2800 | 6087/2800 | 8400/2800 | 11200/2800 | 14000/2800 | 16800/2800 |
| N+1                                                                                     | N/A       | 2800/1400 | 5600/1867 | 8400/2100  | 11200/2240 | 14000/2333 |
| N+2                                                                                     | N/A       | N/A       | 2800/933  | 5600/1400  | 8400/1680  | 11200/1867 |
| N+N (Grid)                                                                              | N/A       | N/A       | N/A       | 5600/1400  | N/A        | 8400/1400  |

# Extended power mode

- When operating with redundant supplies the total power allocation/consumption can be increased by 15%.
- Since load is always shared across all active PSUs (including redundant supplies) the per-PSU load is always less than the maximum when redundancy is intact. e.g. 50% for all PSUs at 100% load in N+N mode.
- If a PSU fails, or a grid fails when in N+N, the system will immediately reduce the allocation back to 100% of the non-redundant load.
- If load was greater than 100% blades will be power capped to bring the load to 100% or less.
- Examples
  - Six PSU in N+N: Normal limit is 8400W. Extended power will allow 9660W load.
    - $9660\text{W} / 6 \text{ PSU} = 1610\text{W/PSU} = 4830\text{W/Grid}$
  - 6 PSU in N+2: Normal limit is 11,200W. Extended power will allow 12,880W load.
    - $12880\text{W} / 6 \text{ PSU} = 2147\text{W/PSU}$ . If one PSU fails the limit will be reduced to  $8400 * 1.15 = 9660\text{W}$

# Power policy – server



- Recommend profiling on all servers. PCIe node included with server.
- Highest priority servers are allocated any power available above minimum.
- Once higher priority servers have their max allocation, lower priority servers are allocated what is left.
- Power restore refers to chassis power restoration. Last State recommended.

# Power policy – chassis

The screenshot shows a configuration interface for power policy on a chassis. It features a 'Power Redundancy' section with a dropdown menu currently set to 'Grid'. The dropdown menu lists three options: 'Grid', 'Not Redundant', and 'N+1'. Below this, there are three toggle switches, all of which are turned on: 'Power Save Mode', 'Dynamic Power Rebalancing', and 'Extended Power Capacity'. At the bottom, there is a 'Power Allocation (Watts)' section with a numeric input field set to '0' and a range indicator '0 - 65535'.

Power Redundancy

Grid

Grid

Not Redundant

N+1

N+2

Power Save Mode

Dynamic Power Rebalancing

Extended Power Capacity

Power Allocation (Watts)

0

0 - 65535

- Redundancy per customer requirements
- Default options recommended for others
- Dynamic power rebalancing will re-allocate power between servers if competing for power in power constrained environments.
- Power allocation sets an input power limit. Throttling is used to stay within the limit.

Ucs-Power-project\_17 

Created On: Feb 14, 2025 | Last Updated: Feb 14, 2025

Power 0.00 W | Current 0.00 A

Units: ☒ Imperial ☐ Metric

Power cost entry method: ☐ By Region ☒ Manual

Power Cost per kWhr (\$): 0.105

Emission Factor: 399

[View Detailed Result](#)

Compute **Network**

search..  

**Available** Discontinued

[B-Series Blade Servers](#)
[C-Series Rack Servers](#)

Templates

No Data Available

**C245 SFF M6**



|              |    |
|--------------|----|
| CPU Sockets  | 2  |
| Memory Slots | 32 |
| Storage Bays | 30 |
| I/O Slots    | 9  |
| Height (RU)  | 2  |

[Configure and Add](#)

**C220 SFF M6**



|              |    |
|--------------|----|
| CPU Sockets  | 2  |
| Memory Slots | 32 |
| Storage Bays | 12 |
| I/O Slots    | 4  |
| Height (RU)  | 1  |

[Configure and Add](#)

**C240 SFF M7**



|              |    |
|--------------|----|
| CPU Sockets  | 2  |
| Memory Slots | 32 |
| Storage Bays | 30 |
| I/O Slots    | 9  |
| Height (RU)  | 2  |

[Configure and Add](#)

**C240 LFF M5**



|              |    |
|--------------|----|
| CPU Sockets  | 2  |
| Memory Slots | 24 |
| Storage Bays | 16 |
| I/O Slots    | 7  |
| Height (RU)  | 2  |

[Configure and Add](#)

**Project Power Summary** 

[Compute](#)  
[Network](#)

Please perform configuration on the left section to get data

- What is the UCS Power Calculator
- Tool for estimating power consumption across UCS Servers and general infra
- Aids with facilities planning



# Join Cisco experts and your industry peers as an **Intersight Insider**

- Direct interaction with Intersight technical experts and product team
- Access to Intersight Insider user community forum
- Live sessions on new features, how-to's, roadmaps, and much more
- Participate in feedback sessions to shape future of Intersight



Scan QR code and follow instructions to join!

# Troubleshooting

# Intersight Managed Mode Troubleshooting

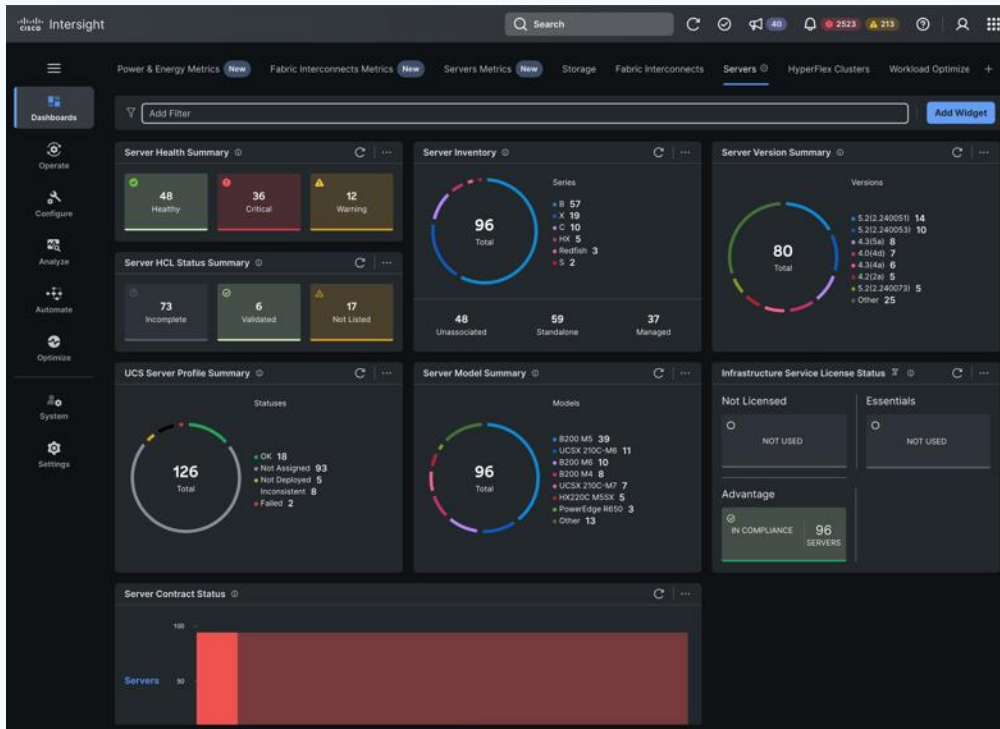
What we will talk about...

- 1 Troubleshooting Options for Intersight
- 2 Example: IMM Chassis Cooling
- 3 Support Bundles and how to collect them
- 4 TAC Support for IMM

Want more? We will share a guide in the Webex Space

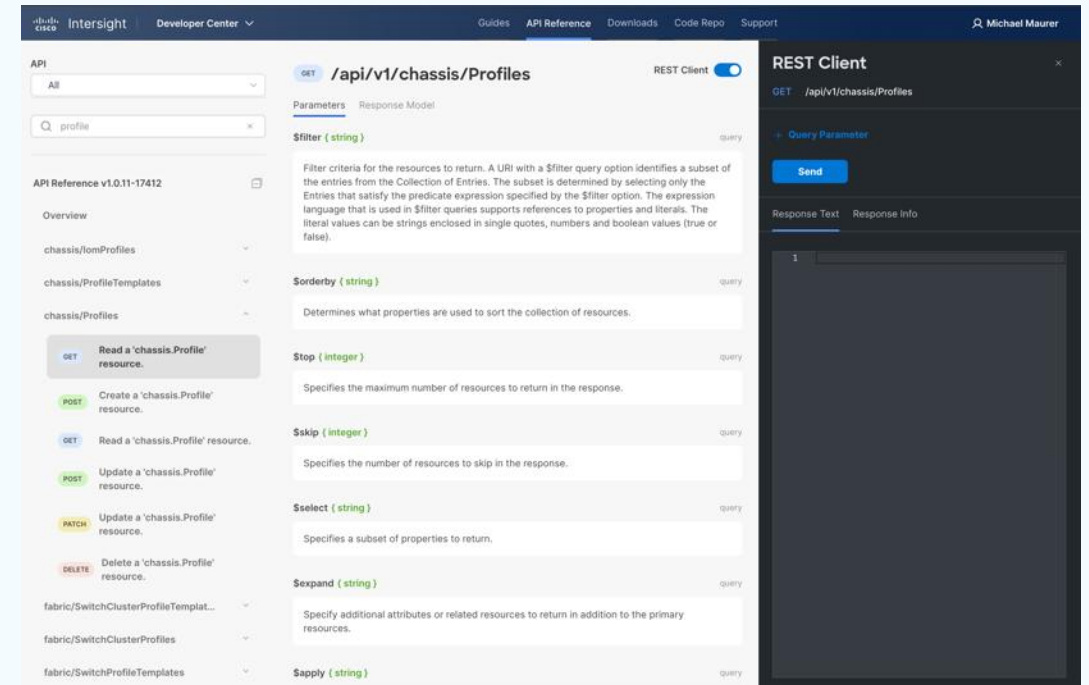
# Troubleshooting options: Intersight

## Intersight UI



Device Status, Alarms, Metrics, and more...

## Intersight API Reference



Access all Intersight APIs via  
[intersight.com/apidocs/apirefs](https://intersight.com/apidocs/apirefs)

# Troubleshooting options: Device Console

Accessed via <https://<FI-IP>>

System Information

Device Connector

Inventory

Diagnostic Data

Servers

Chassis

Fabric Extender

| Name          | Status | PID          | Serial      | Server Profile | User Label |     |
|---------------|--------|--------------|-------------|----------------|------------|-----|
| int-tme-uc... | Active | UCSX-210C-M6 | FCH271278ZS | OCP-VIRT-01    | -          | ... |
| int-tme-uc... | Active | UCSX-210C-M6 | FCH271279A9 | OCP-VIRT-02    | -          | ... |
| int-tme-uc... | Active | UCSX-210C-M6 | FCH271175PB | OCP-VIRT-03    | -          | ... |
| int-tme-uc... | Active | UCSX-210C-M6 | FCH271175V1 | -              | -          | ... |
| int-tme-uc... | Active | UCSX-210C-M6 | FCH271675U0 | -              | -          | ... |
| int-tme-uc... | Active | UCSX-210C-M6 | FCH27167686 | -              | -          | ... |
| int-tme-uc... | Active | UCSX-210C-M7 | FCH270978F8 | -              | -          | ... |

Rows per page 

10

 < 1 >

connector

Allows to access the API of components

nder

| PID          | Serial      | Server Profile | User Label |     |
|--------------|-------------|----------------|------------|-----|
| UCSX-210C-M6 | FCH271278ZS | OCP-VIRT-01    | -          | ... |
| UCSX-210C-M6 | FCH271279A9 | OCP-VIRT-      | -          | ... |
| UCSX-210C-M6 | FCH271175PB | OCP-VIRT-      | -          | ... |
| UCSX-210C-M6 | FCH271175V1 | -              | -          | ... |
| UCSX-210C-M6 | FCH271675U0 | -              | -          | ... |
| UCSX-210C-M6 | FCH27167686 | -              | -          | ... |
| UCSX-210C-M7 | FCH270978F8 | -              | -          | ... |

Rows per page 

10

 < 1 >

Power Off

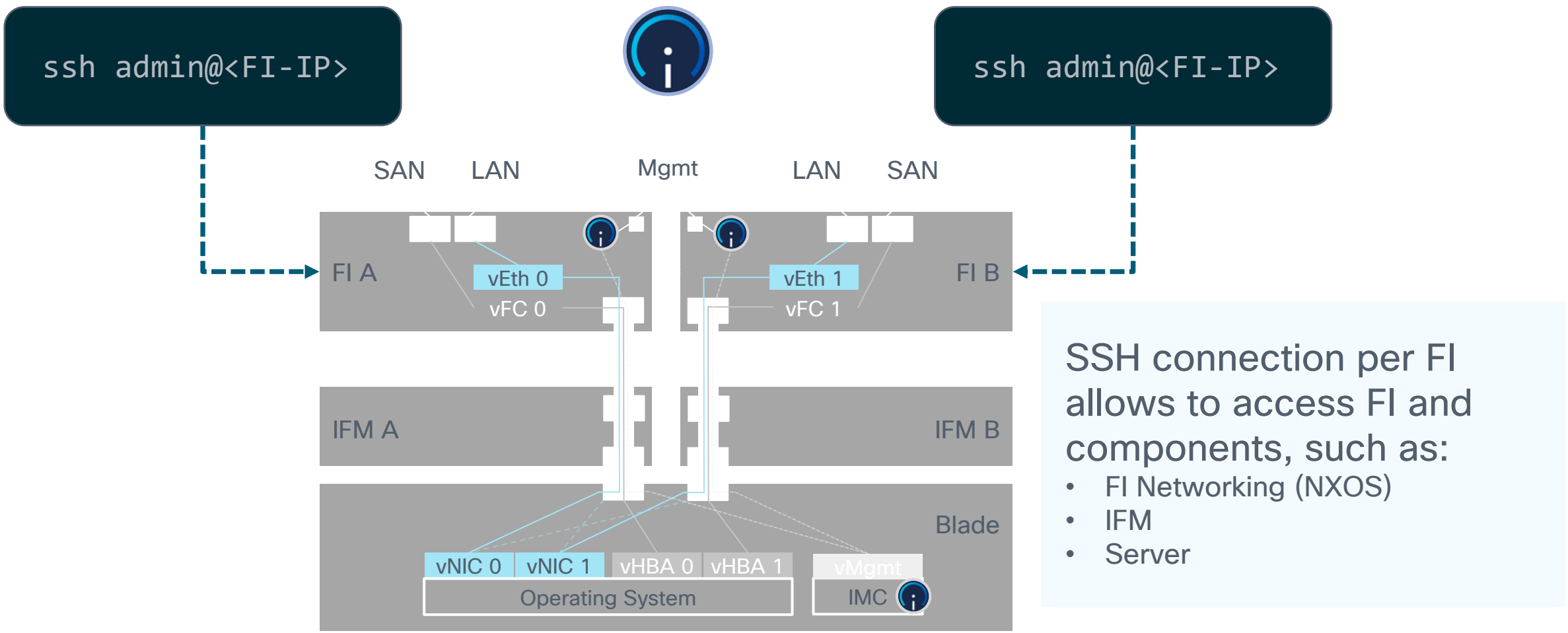
Turn On Locator

Launch KVM

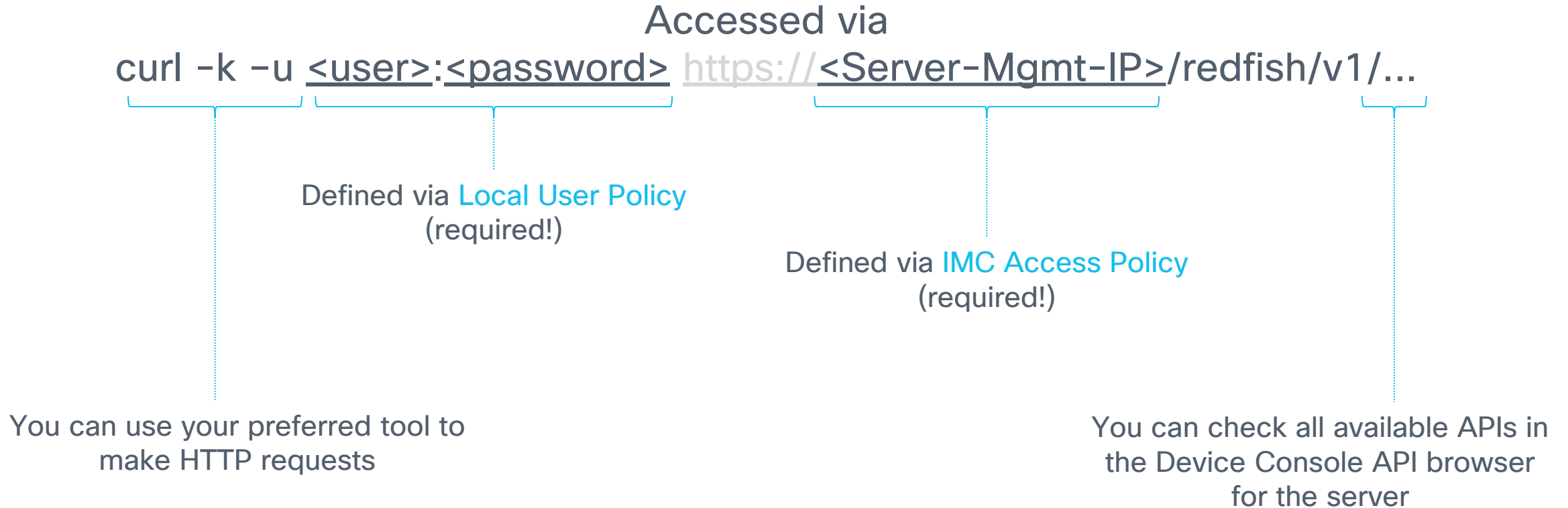
Launch API Explorer

Generate Tech Support Bundle

# Troubleshooting options: SSH



# Troubleshooting options: RedFish API



# Intersight SaaS status page

Available at: [status.intersight.com](https://status.intersight.com)



Intersight

SUBSCRIBE TO UPDATES

All Systems Operational

Intersight Status Page is designed to communicate incidents and scheduled maintenance which impact many customers or an entire service.

To view the status of Intersight services running in another region:  
Intersight EMEA - <https://status.emea.intersight.com/>

Uptime over the past 90 days. [View historical uptime.](#)

Intersight Infrastructure Services (IIS)

Operational

Intersight Workload Optimizer (IWO)

Operational

Intersight API Services

Operational

Intersight Portal

Operational

90 days ago

99.84 % uptime

Today

Past Incidents

Jun 26, 2024

No incidents reported today.

Unable to launch VM Console

Incident Report for Intersight

Resolved

This incident has been resolved.  
Posted 14 days ago. Jun 12, 2024 - 20:43 UTC

Monitoring

A fix has been implemented and we are monitoring the results.  
Posted 14 days ago. Jun 12, 2024 - 20:41 UTC

Identified

The issue has been identified and a fix is being implemented.  
Posted 14 days ago. Jun 12, 2024 - 17:36 UTC

Investigating

We are currently investigating this issue.  
Posted 14 days ago. Jun 12, 2024 - 16:37 UTC

This incident affected: Intersight Infrastructure Services (IIS) (UCS Management Services, HyperFlex Management Services).

← Current Status

Powered by Atlassian Statuspage

Status impacts are updated manually – right after discovering an issue the page may not reflect it yet

# Intersight appliance status

Intersight Appliance Status Page

Settings

GENERAL

Account Details

Access Details

Notifications

Appliance

Backup

Banner Message

Software

Metrics

NETWORKING

Cloud Connection

DNS

NTP

External Syslog

SMTP

Cluster Health

Health  
Operational

Deployment Size  
Medium

Cluster Status  
Single-node

Hostname  
mf-rtp-cva-1.solar.local

Version  
1.1.1-1

Nodes

Filters 1 results

| Hostname             | Operational ... | Address       | Gateway      |
|----------------------|-----------------|---------------|--------------|
| mf-rtp-cva-1.sola... | Operational     | 172.18.198.43 | 172.18.198.1 |

Node Health

Alarms

Cisco Intersight Virtual Appliance

Intersight: Healthy

Web URL: https://intersight-cva.int-tmc.local/

For console diagnostic shell login: Alt+F2

To return to this status page: Alt+F1

Current action: Upgrade to 1.1.1-8

State: Pending

Appliance Details

Hypervisor: ESXi

Persona: Cisco Intersight Virtual Appliance

Version: 1.1.1-1

Deployment size: Medium

Cluster mode: Single node

Cluster nodes: intersight-cva.int-tmc.local

Cloud mode: Connected

Cloud: https://intersight.com

Claim status: Claimed

Owner account: TMC-Dev

Link Status

Network Information

Link status: Up

IPv4 address: 10.5.5.38/22

IPv4 gateway: 10.5.4.1

IPv4 DNS: 10.5.4.10

NTP servers: pool.ntp.org

CPU Information

Load average: 2.79

UCPU count: 24

CPU model: Intel(R) Xeon(R) Gold 6230 CPU @ 2.10GHz

Memory Information

RAM 42.8 GiB 62.3 GiB

Disk Device Information

|                |            |
|----------------|------------|
| disk1 3.6 GiB  | 38.7 GiB   |
| disk2 6.1 GiB  | 24.9 GiB   |
| disk3 20.7 GiB | 129.9 GiB  |
| disk4 52.8 GiB | 189.9 GiB  |
| disk5 7.2 GiB  | 189.9 GiB  |
| disk6 1.1 GiB  | 115.9 GiB  |
| disk7 2.5 GiB  | 359.8 GiB  |
| disk8 9.3 GiB  | 1189.4 GiB |

Uptime: 2 months

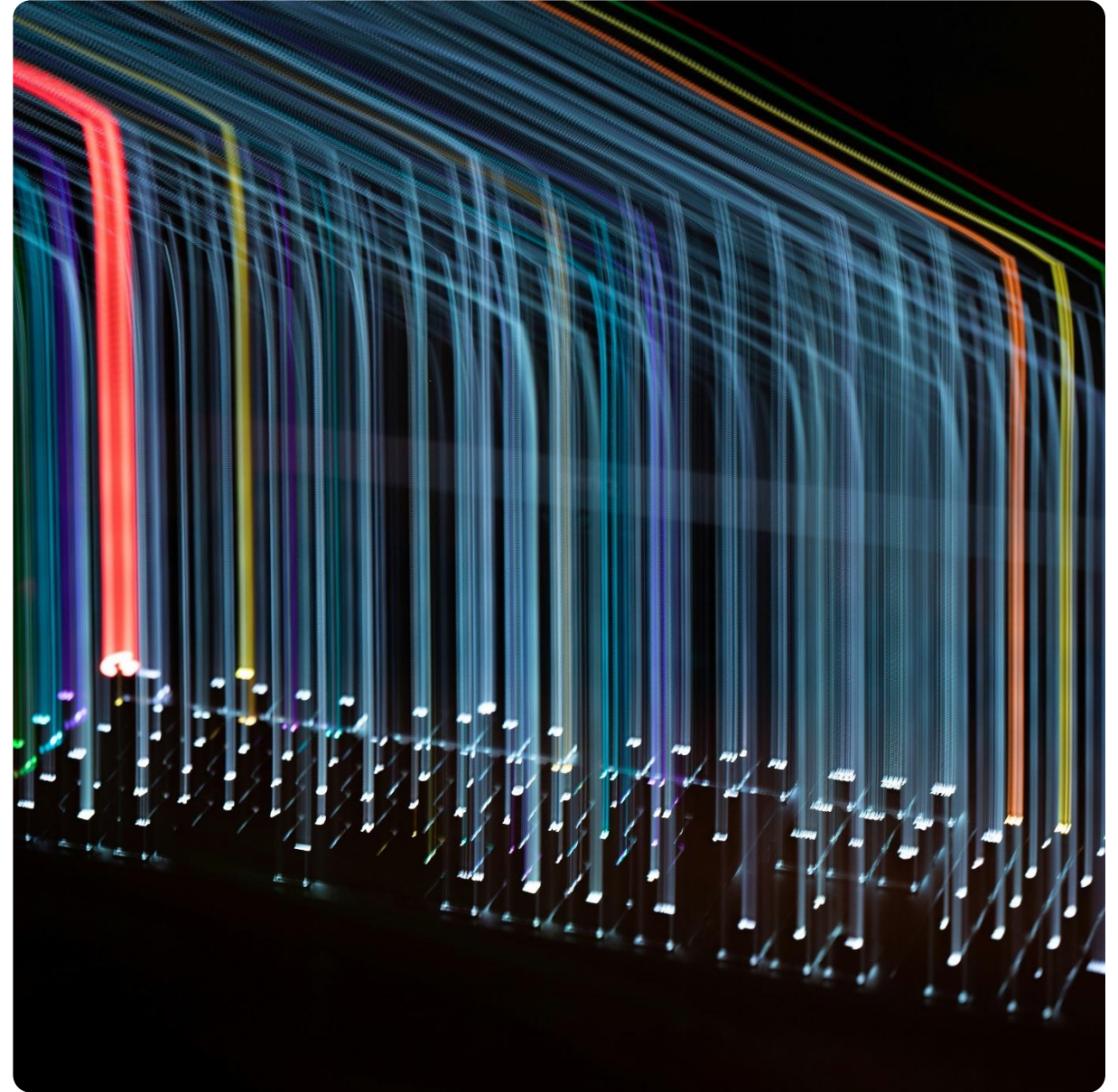
vSphere Console

Tue Jan 21 10:37:13 2025 UTC

Note: screenshots from two different appliances

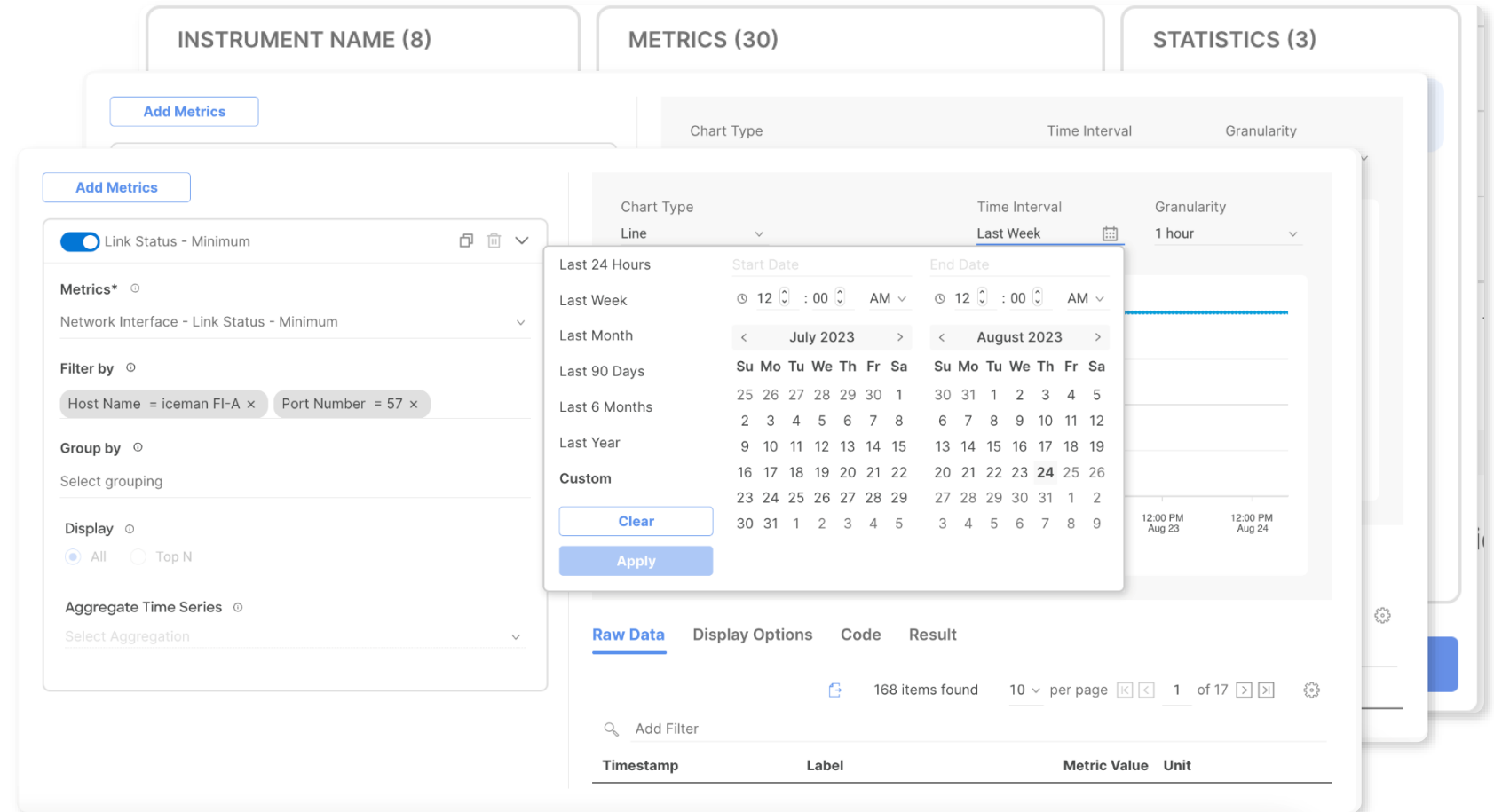
# Use case: Checking for UCS domain network issues

IT administrator has noticed issues with a workload. The administrator must identify if this is a UCS networking problem. The administrator needs to verify the single/multiple links between the server and Fabric Interconnect, as well as between the Fabric Interconnect and upstream network.



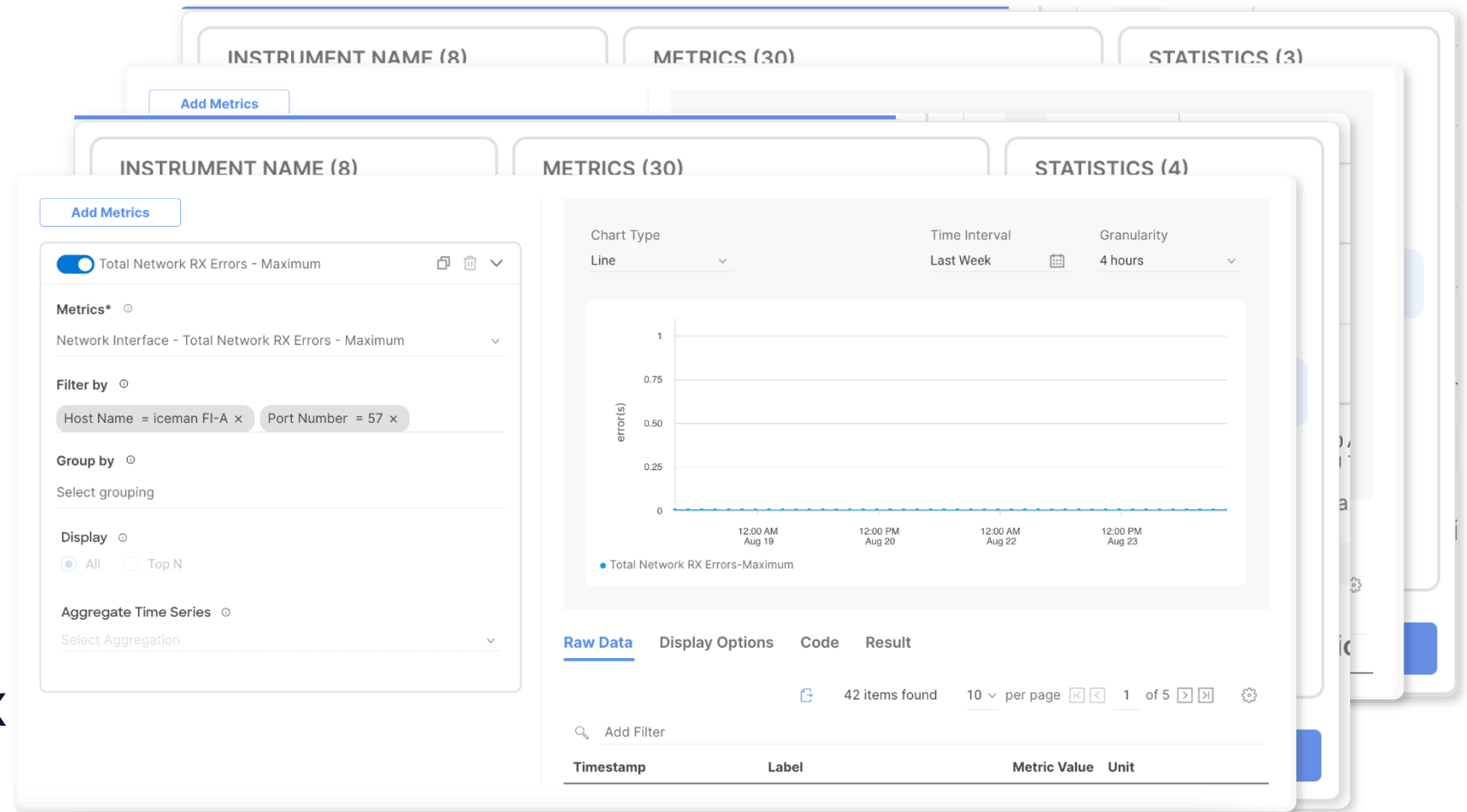
# Step 1: Confirm if the link is online

- Check link status using the Network Interface > Link Status metrics.
- Status of 0 implies that the link is down and status of 1 implies the link is up.
- Setting Minimum for the Statistics allows to identify when it is down even for a short period of downtime.
- Choose the FI and the uplink port number.
- Adjust timeframe to accommodate time of the issue.



# Step 2: Check network utilization (RX and TX)

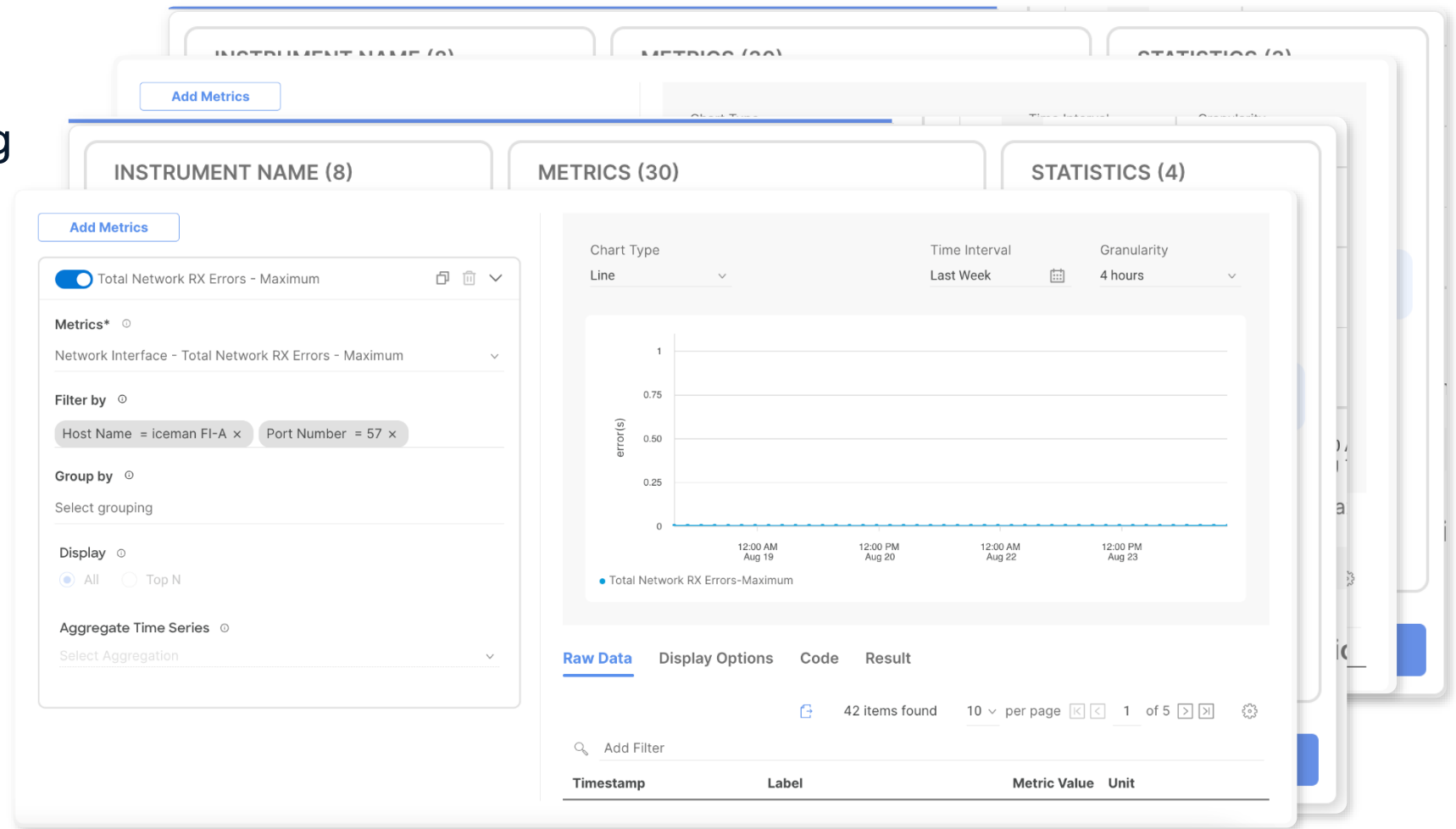
- Identify if the link is overwhelmed with traffic.
- Check RX Utilization using the Network Interface > Network RX Utilization metrics.
- Setting Maximum for the Statistics allows to see maximum utilization per point on the chart.
- Choose the FI and the uplink port number.
- Repeat this for Network TX Utilization.



NOTE: Total Utilization averages both values and might hide potential problems

# Step 3: Check total network RX and TX errors

- Identify if the link is overwhelmed with errors.
- Check Total RX Errors using the Network Interface > Total RX Errors.
- Setting Maximum for the Statistics allows to see maximum errors per point on the chart.
- Choose the FI and the uplink port number.
- Repeat this for Total Network TX errors.



NOTE: Total Utilization averages both values and might hide potential problems

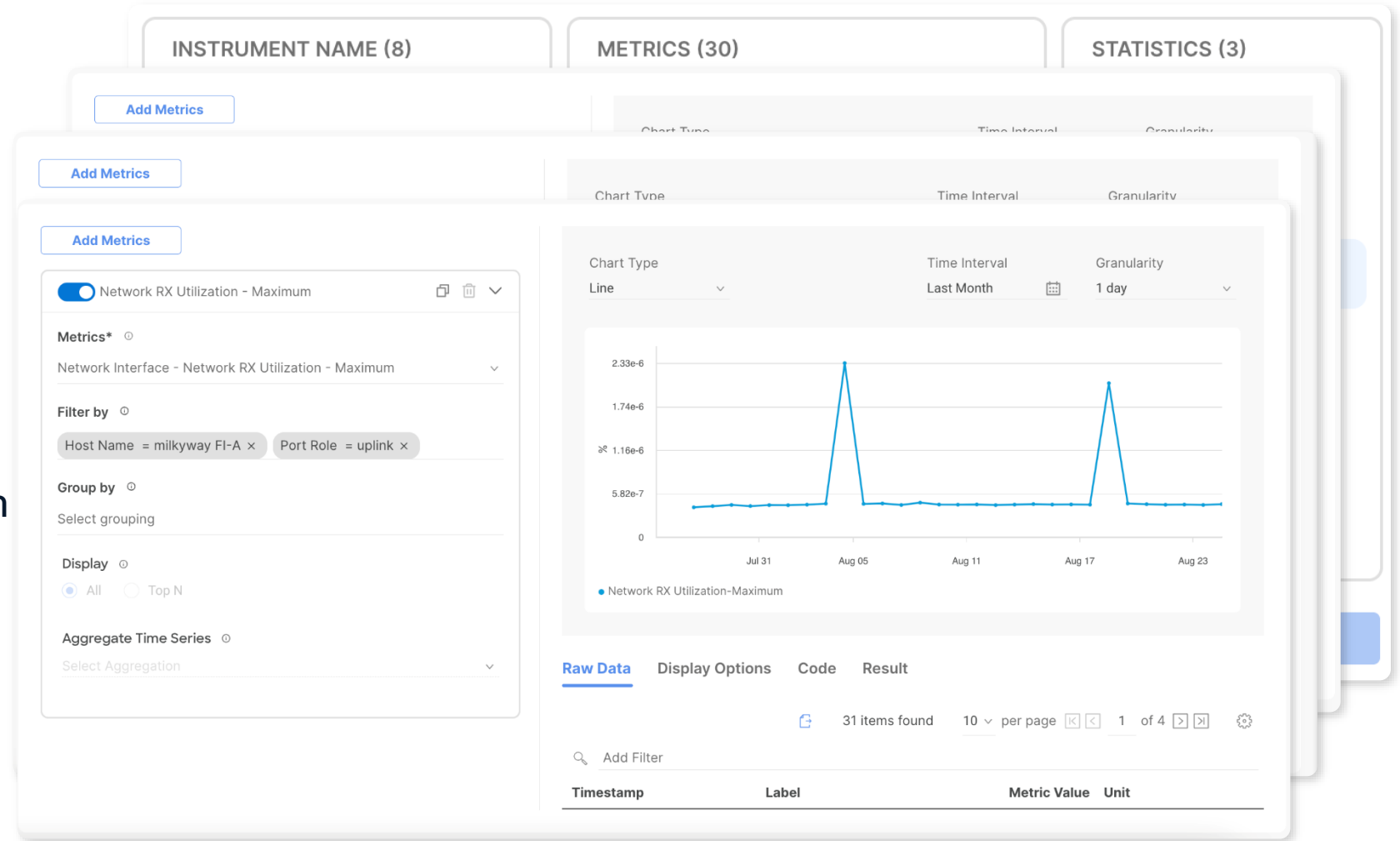
# Use case: Capacity planning

With growing workloads there is also a demand for new infrastructure. To adapt to this demand, you may have to increase your UCS environment with a few more chassis. This will lead to increase traffic on the Fabric Interconnect uplinks. The administrator needs to determine if the current uplink capacity will be enough to handle the new infrastructure.



# Step 1: Check uplink RX or TX utilization

- Note the uplink ports for your Fabric Interconnect.
- Check the utilization using the metric Network Utilization > Network RX Utilization.
- When using Maximum statistics value, it condenses multiple values down to a single point on the timeline.
- Given the utilization for all devices, filter this data down to a specific device.
- Choose your time interval for consumption.
- Perform similar analysis for TX utilization and then for the second fabric interconnect.



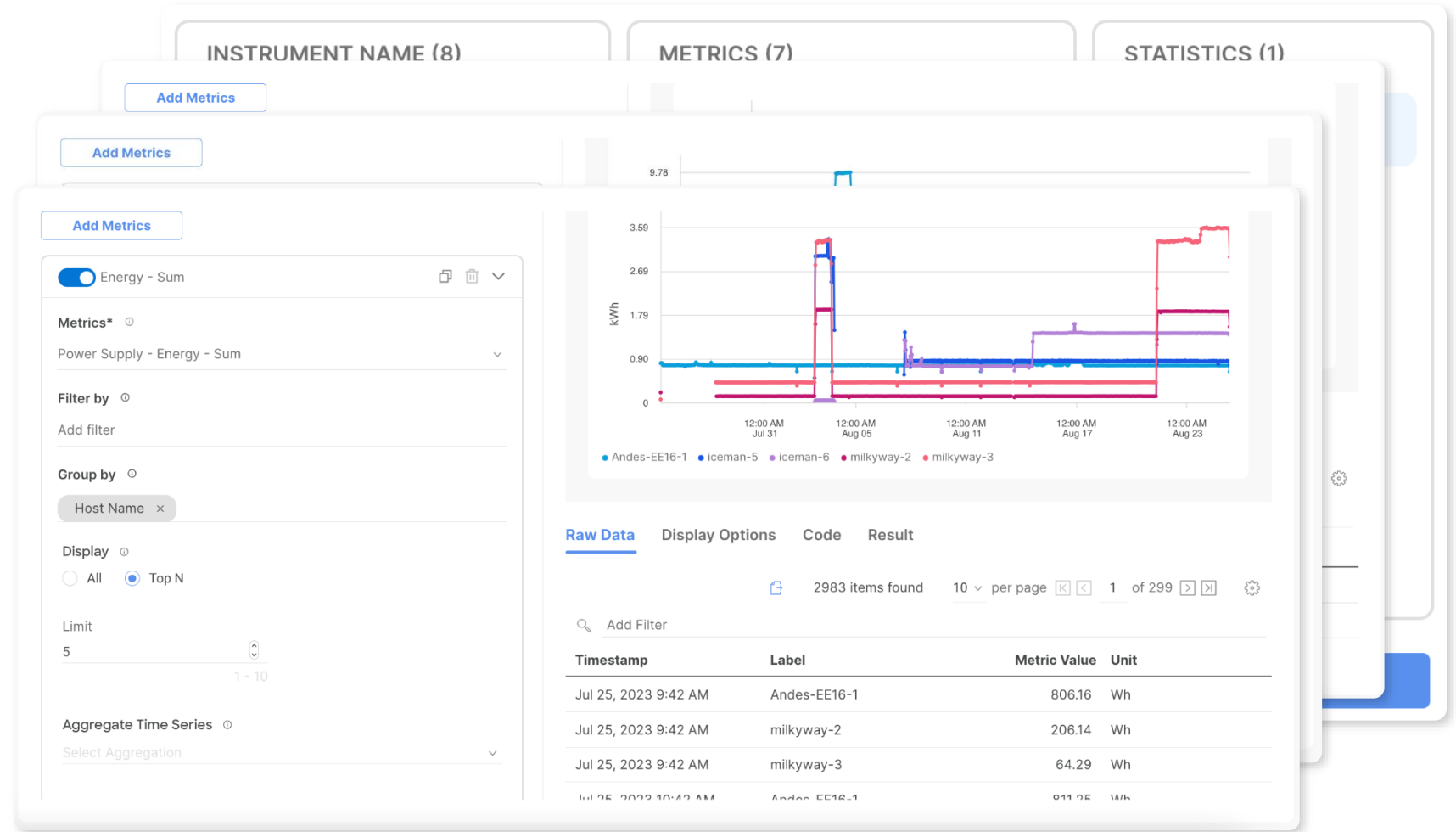
# Use case: Analyzing energy consumption

Energy consumption in data centers is often a high cost that is overlooked. This consumption may also be a factor for environmental impact. The administrator needs to determine the energy consumption of your environment.

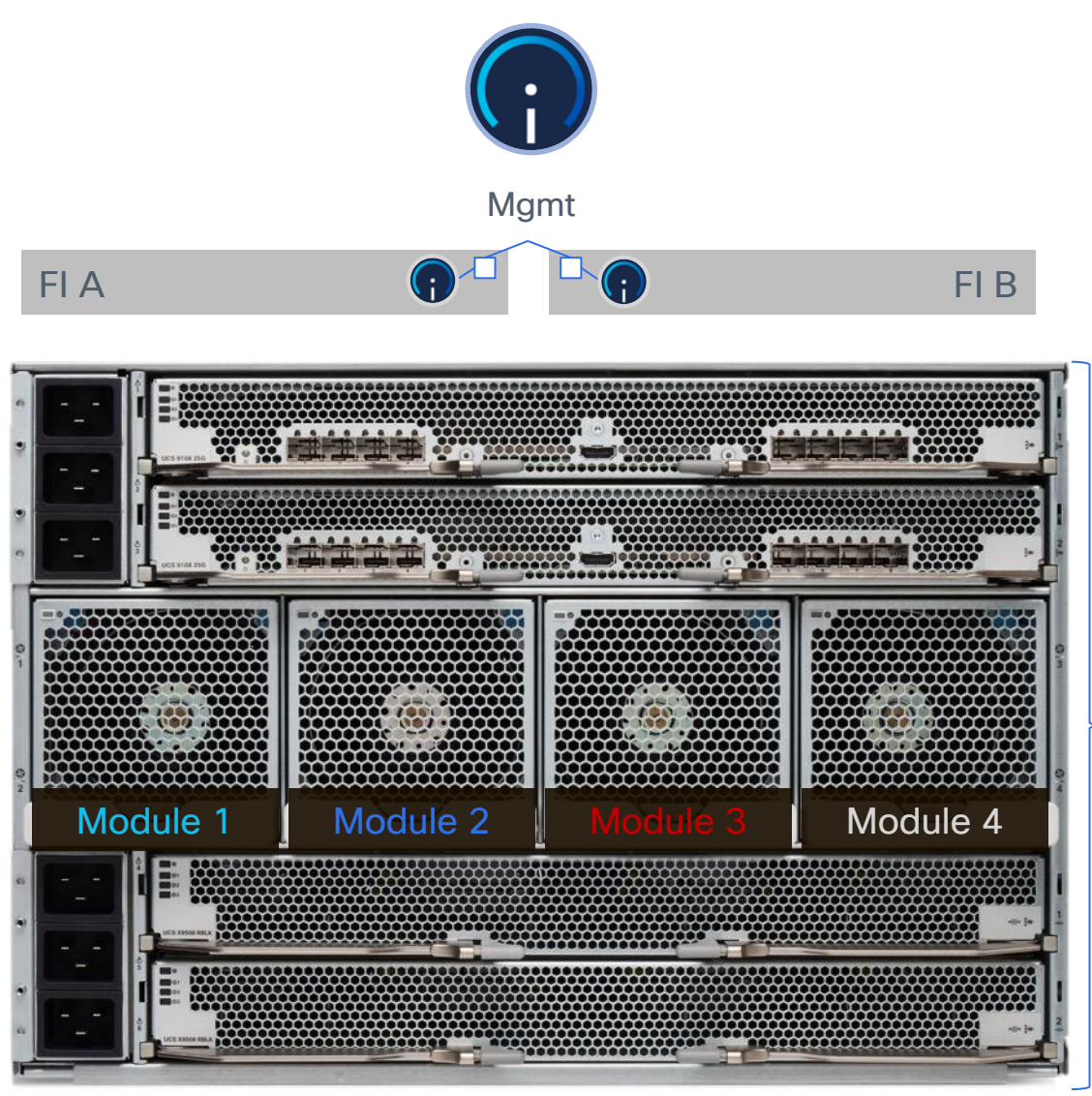
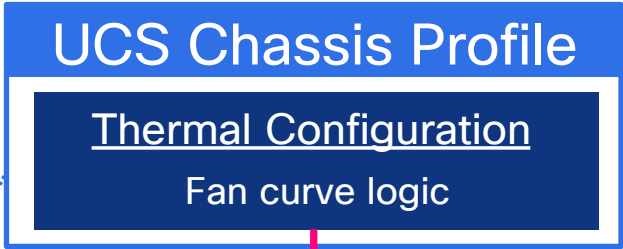


# Step 1: check energy consumption

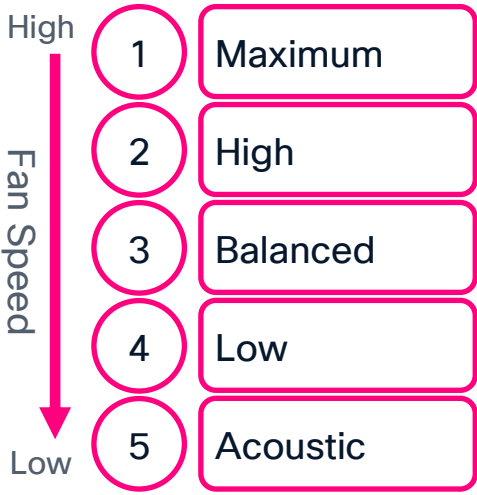
- Power – Consumption at a specific instant in time measured in Watt.
- Energy – Consumption over time measured in kWh.
- Check sum of energy using Power Supply> Energy > Sum metrics.
- Choose your time interval for consumption.
- Get more details by grouping this data by host type or host name.
- Leverage the raw data for further analysis.



# Fan configuration

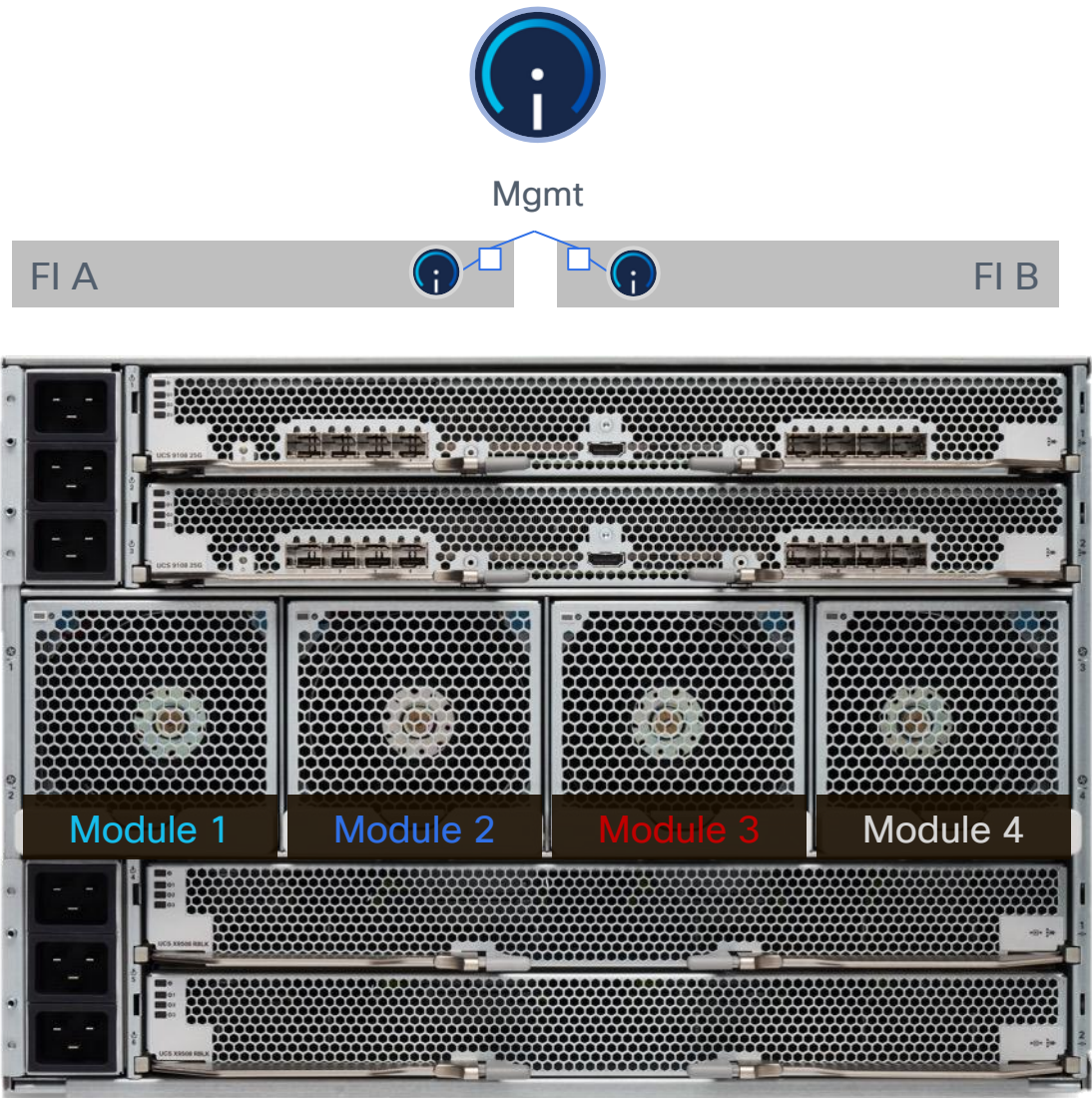


Determines how the fans respond to thermal changes with tradeoffs between performance, cost, and sound level



Main chassis fans are directly controlled, minor chassis fans operate on an offset

# Verify chassis fan status: Intersight



Intelligent Fabric Modules

X-Fabric Modules

Thermal

Power

Servers

Chassis → Inventory

General

Fan Modules

Q Search

Filters

4 results

Export

| Name         | Fans | Model         | OperState |
|--------------|------|---------------|-----------|
| Fan Module 1 | 2    | UCSX-9508-FAN | OK        |
| Fan Module 2 | 2    | UCSX-9508-FAN | OK        |
| Fan Module 3 | 2    | UCSX-9508-FAN | OK        |
| Fan Module 4 | 2    | UCSX-9508-FAN | OK        |

Click to drill down

Overall status of the fan

Intelligent Fabric Modules

X-Fabric Modules

Thermal

Power

Servers

← Thermal

Fan Module: Fan Module 1

General

Fans

Graphic View

Q Search

Filters

2 results

Export

| ID | Model         | Revision | OperState |
|----|---------------|----------|-----------|
| 1  | UCSX-9508-FAN | 0        | OK        |
| 2  | UCSX-9508-FAN | 0        | OK        |

Status of front and rear fan

# Verify chassis fan status: CLI



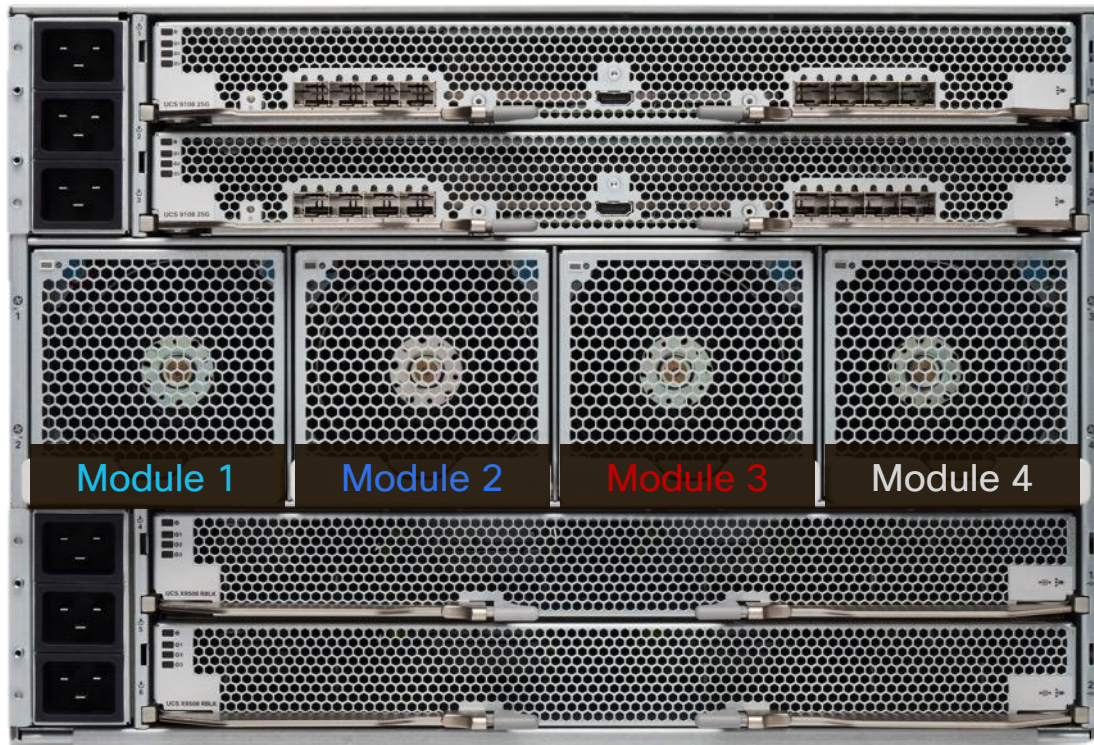
Mgmt

FI A



FI B

```
ssh admin@x.x.x.x  
connect iom <chassis>  
show platform software cmcctl fancontrol failed
```



```
SYS_FAN1: status:  
Front: OK  
Rear: OK
```

```
SYS_FAN2: status:  
Front: OK  
Rear: OK
```

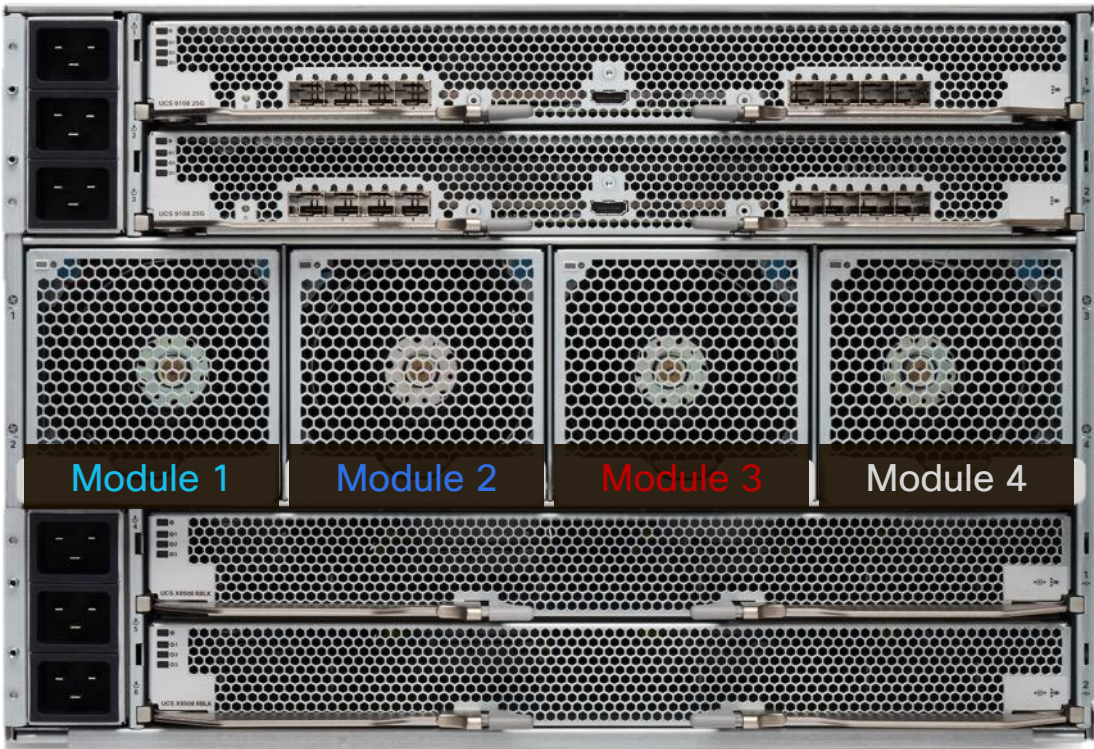
```
SYS_FAN3: status:  
Front: OK  
Rear: OK
```

```
SYS_FAN4: status:  
Front: OK  
Rear: OK
```

# Verify chassis fan speed: Intersight



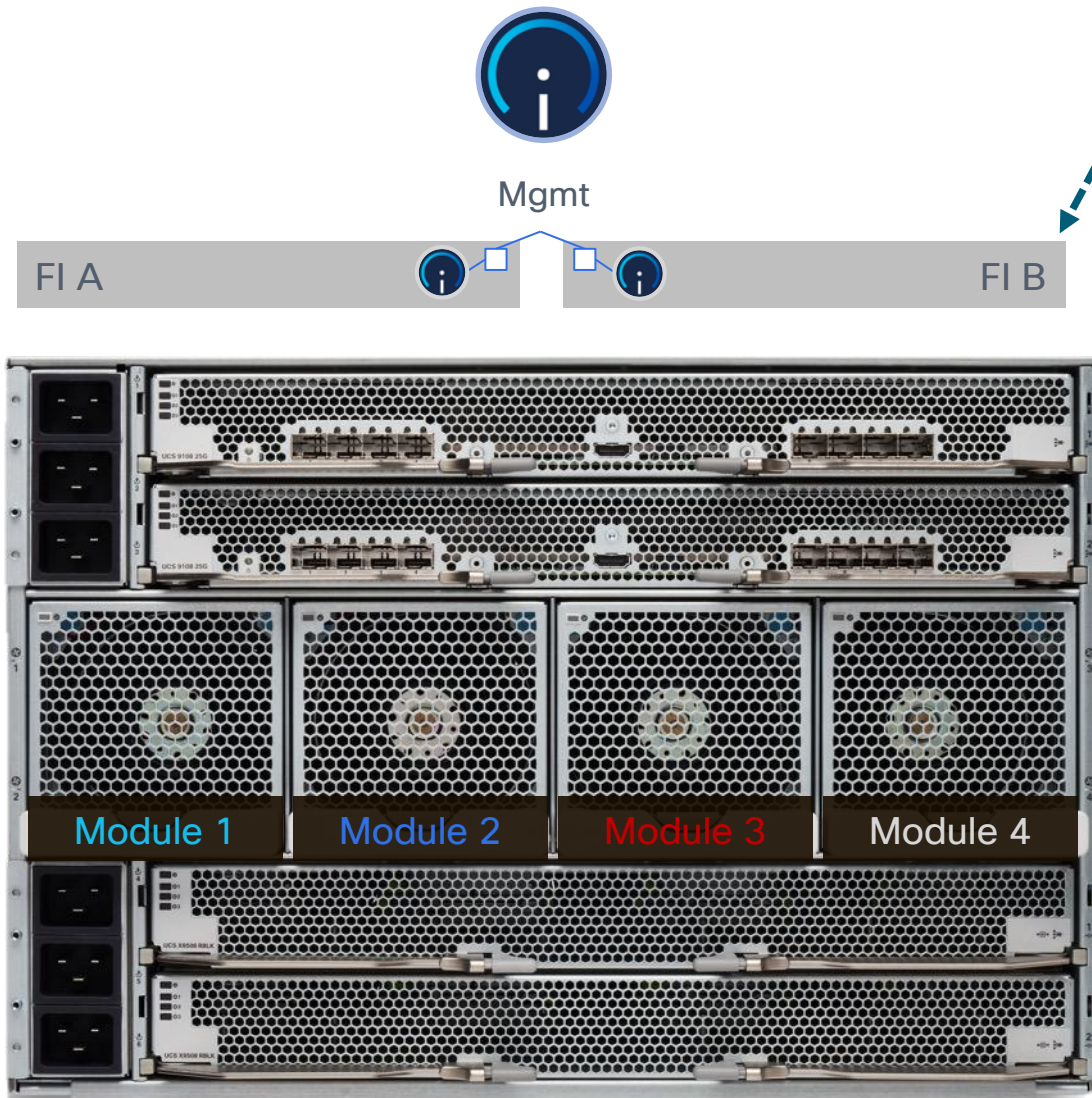
Mgmt



Per Module:  
Fan 1 = Front  
Fan 2 = Rear



# Verify chassis fan speed: CLI



```
ssh admin@x.x.x.x
connect iom <chassis>
show platform software cmcctrl fancontrol all
```

```
SYS_FAN1: Speed (FRONT): 4192
SYS_FAN1: Speed (REAR) : 3600
SYS_FAN1: dutycycle: 35
SYS_FAN2: Speed (FRONT): 4121
SYS_FAN2: Speed (REAR) : 3627
SYS_FAN2: dutycycle: 35
SYS_FAN3: Speed (FRONT): 4237
SYS_FAN3: Speed (REAR) : 3647
SYS_FAN3: dutycycle: 35
SYS_FAN4: Speed (FRONT): 4866
SYS_FAN4: Speed (REAR) : 4183
SYS_FAN4: dutycycle: 39
```

Speed (FRONT): Speed of the front fan in RPM

Speed (REAR): Speed of the rear fan in RPM

dutycycle: How much the fan is active in %

# Power and thermal goodies – power info

- For the even more adventurous...
  - Look in a chassis techsupport for the file  
*techsupport\_detailed\_iocard1/cmc/log/pwrmgrcli.log* (or iocard2)
  - **No interface contract! Contents can change without notice.**
- PSU inventory/details/statistics
- Power settings/redundancy status
- Power consumption/estimates/allocation
- Power issue messages

# Power info – actual consumption

Chassis power consumption report:

|         | presence | cur   | avg   | min   | max   | fault |             |
|---------|----------|-------|-------|-------|-------|-------|-------------|
| Blade1  | Present  | 530W  | 553W  | 241W  | 938W  | No    |             |
| Blade2  | Present  | 1010W | 429W  | 203W  | 1097W | No    |             |
| ...     |          |       |       |       |       |       |             |
| FAN4    |          | 283W  |       |       |       |       |             |
| FEM1    |          | 43W   |       |       |       |       | (FEM = XFM) |
| FEM2    |          | 45W   |       |       |       |       |             |
| IFM1    |          | 165W  |       |       |       |       |             |
| IFM2    |          | 168W  |       |       |       |       |             |
| Chassis |          | 4689W | 3241W | 1970W | 7006W |       |             |

# Power info – consumption limit estimates

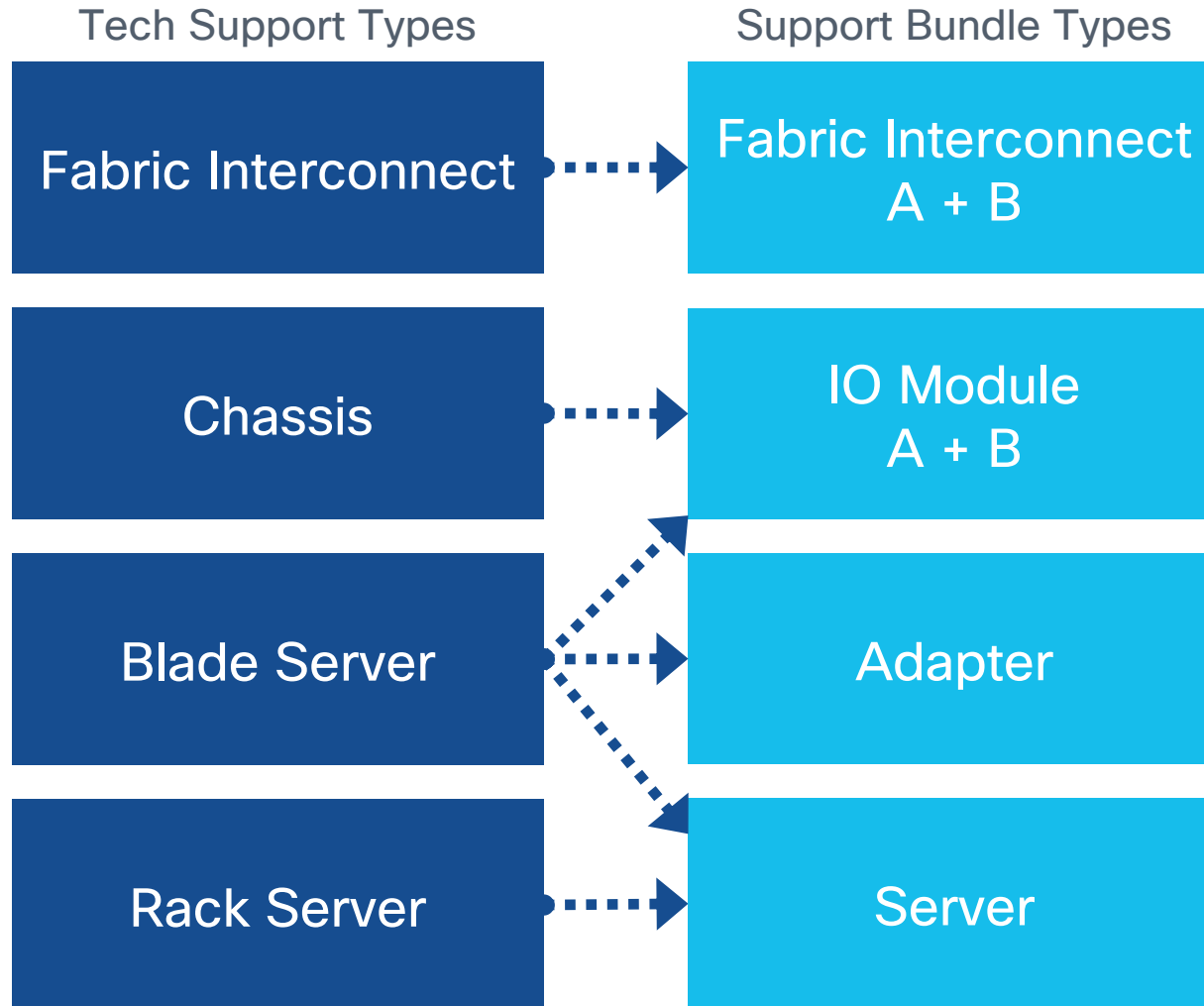
Chassis power info report:  
(BladeX prof\_min, prof\_max, min\_pwr, max\_pwr, pwr\_limit, host\_pwr are collected from BMC)

|                              | presence |         | prof_min |       | prof_max |        | min_pwr |       | max_pwr |        | pwr_limit |       | fault |    | host_pwr |    |
|------------------------------|----------|---------|----------|-------|----------|--------|---------|-------|---------|--------|-----------|-------|-------|----|----------|----|
| Blade1                       |          | Present |          | 585W  |          | 1151W  |         | 968W  |         | 1608W  |           | 980W  |       | No |          | On |
| Blade2                       |          | Present |          | 539W  |          | 1120W  |         | 968W  |         | 1608W  |           | 1139W |       | No |          | On |
| ...                          |          |         |          |       |          |        |         |       |         |        |           |       |       |    |          |    |
| Blade8                       |          | Present |          | 569W  |          | 1157W  |         | 968W  |         | 1608W  |           | 786W  |       | No |          | On |
| SubTotal                     |          |         |          | 4562W |          | 9144W  |         | 7744W |         | 12864W |           | 7762W |       |    |          |    |
| ...                          |          |         |          |       |          |        |         |       |         |        |           |       |       |    |          |    |
| IFM2                         |          |         |          |       |          |        |         | 300W  |         |        |           |       |       |    |          |    |
| SubTotal                     |          |         |          |       |          |        |         | 2084W |         |        |           |       |       |    |          |    |
| Chassis                      |          |         |          | 6646W |          | 11228W |         | 9828W |         | 14948W |           |       |       |    |          |    |
| Chassis Required Power Range |          |         |          |       |          |        |         | 6646W |         | 14948W |           |       |       |    |          |    |

# Power info – allocation

```
Chassis power allocation report:
-----
Chassis powerlimit: 9660
-----
Chassis blade available budget: 8683
-----
Chassis blade allocated budget: 7762
-----
ebrake_min_req_psu: 0 | prereq_ebrake = N/A
-----
|presence | init_pwr| dyn_pwr | ok_to_pwr_on | ok_to_pwr_prof | fault |
-----
Blade1 | Present | 980W | 980W | Yes | No | No |
-----
Blade2 | Present | 944W | 1139W | Yes | No | No |
-----
...
Blade8 | Present | 981W | 786W | Yes | No | No |
-----
SubTotal| | 7762W | 7762W |
-----
Ch Base | | 2084W | 977W |
-----
Total | | 9846W | 8739W |
```

# UCS tech support bundles



Note: Depending on the platform, some support bundles might not be present

# Intersight support bundle collection 1/2

Intersight

Search

40

2524

215

Dashboards

Operate

Servers

Chassis

Fabric Interconnects

Networking

HyperFlex Clusters

Storage

Virtualization

Integrated Systems

Configure

Analyze

Automate

Optimize

System

Settings

Fabric Interconnects

\* All Fabric Interconne... +

Search

Filters

26 results

Export

Health

26

Critical 18

Warning 3

Healthy 5

Connection

Connected 18

Not Connected 8

Unclaimed 2

Contract Status

Not Covered 22

Bundle Version

22

4.3(4.240066) 4

4.3(2.230117) 2

4.3(5.240032) 2

4.3(4a) 2

Other 12

|                          | Name                 | Health   | Model            | Bundle Ve...  | UCS Domain Pr... | Ports |      |          | Admin                                   |
|--------------------------|----------------------|----------|------------------|---------------|------------------|-------|------|----------|-----------------------------------------|
|                          |                      |          |                  |               |                  | Total | Used | Avail... |                                         |
| <input type="checkbox"/> | B26-6454-Matt FI...  | Critical | UCS-FI-6454      | 4.3(5.240032) | B26-DomainPr...  | 54    | 5    | 49       | Disabl...                               |
| <input type="checkbox"/> | B26-6454-Matt FI-B   | Critical | UCS-FI-6454      | 4.3(5.240032) | B26-DomainPr...  |       |      |          | Turn On Locator                         |
| <input type="checkbox"/> | CC07-R14-FI-1 FI-A   | Critical | UCS-FI-6454      | 4.2(3b)       | SJC07-R14-R15    |       |      |          | Upgrade Firmware                        |
| <input type="checkbox"/> | CC07-R14-FI-1 FI-B   | Critical | UCS-FI-6454      | 4.2(3b)       | SJC07-R14-R15    |       |      |          | Enable Evacuation Mode                  |
| <input type="checkbox"/> | CC7UCS-13 FI-A       | Critical | UCS-FI-6248UP    | 4.1(3l)       |                  |       |      |          | Reboot                                  |
| <input type="checkbox"/> | CC7UCS-13 FI-B       | Critical | UCS-FI-6248UP    | 4.1(3l)       |                  |       |      |          | Derive Profile from Template            |
| <input type="checkbox"/> | SJC07-R15-FI-1 FI... | Critical | UCS-FI-6454      | 4.2(1m)       |                  |       |      |          | Create Traffic Mirroring (SPAN) Session |
| <input type="checkbox"/> | SJC07-R15-FI-1 FI-B  | Critical | UCS-FI-6454      | 4.2(1m)       |                  |       |      |          | Open TAC Case                           |
| <input type="checkbox"/> | ThirdGenFI FI-A      | Critical | UCS-FI-6332-1... | 4.2(1l)       |                  |       |      |          | Set User Label                          |
| <input type="checkbox"/> | ThirdGenFI FI-B      | Critical | UCS-FI-6332-1... | 4.2(1l)       |                  |       |      |          | Collect Tech Support Bundle             |

Rows per page 10 < 1 2 3 >

# Intersight support bundle collection 2/2

Intersight

Search

40

2524

213

Dashboards

Operate

Configure

Analyze

Automate

Optimize

System

Targets

Software Repository

Tech Support Bundles

Audit Logs

Sessions

Licensing

Organizations

Resource Groups

Account Details

Tech Support Bundles

Tech Support Bundle

Add Tech Support Bundle

Search

Filters

65 results

Export

|  | Download | Serial      | PID            | Device Ty...       | Status    | File Size  | Reason | Last Update        |
|--|----------|-------------|----------------|--------------------|-----------|------------|--------|--------------------|
|  |          | FDO245219WV | UCS-FI-6454    | Fabric Intercon... | Completed | 231.57 MiB |        | 16 minutes ago     |
|  |          | FCH243974X1 | UCSX-210C-M6   | Blade Server       | Completed | 220.40 MiB |        | Jan 28, 2025 6...  |
|  |          | WZP26380V7G | UCSC-C220-M... | Rack Server        | Completed | 20.17 MiB  |        | Jan 27, 2025 11... |
|  |          | WZP26380V7G | UCSC-C220-M... | Rack Server        | Completed | 19.90 MiB  |        | Jan 22, 2025 5...  |
|  |          | FLM26300A0Y | UCSB-B200-M5   | Blade Server       | Completed | 21.97 MiB  |        | Jan 22, 2025 5...  |
|  |          | FCH243974X1 | UCSX-210C-M6   | Blade Server       | Completed | 221.54 MiB |        | Jan 22, 2025 5...  |
|  |          | FOX1825G9S1 | N20-C6508      | Chassis            | Completed | 3.68 MiB   |        | Jan 22, 2025 5...  |
|  |          | FOX2451P559 | UCSX-9508      | Chassis            | Completed | 189.60 MiB |        | Jan 22, 2025 5...  |
|  |          | FDO252805MS | UCS-FI-6454    | Fabric Intercon... | Completed | 220.85 MiB |        | Jan 22, 2025 5...  |
|  |          | FDO245219WV | UCS-FI-6454    | Fabric Intercon... | Completed | 229.26 MiB |        | Jan 22, 2025 5...  |

Rows per page 10 1 2 ... 7

# Device console support bundle collection 1/2

System Information

Device Connector

Inventory

Diagnostic Data

Generate Tech Support Bundle

| Date/Time          | Name | Oper State | Bundle Type | Reason | Size |  |
|--------------------|------|------------|-------------|--------|------|--|
| NO ITEMS AVAILABLE |      |            |             |        |      |  |

Generate Tech Support Bundle

Device Type \*

Server

Server \*

int-tme-ucs-10-1-1

CancelGenerate

# Device console support bundle collection 2/2

System Information

Device Connector

Inventory

Diagnostic Data

Generate Tech Support Bundle

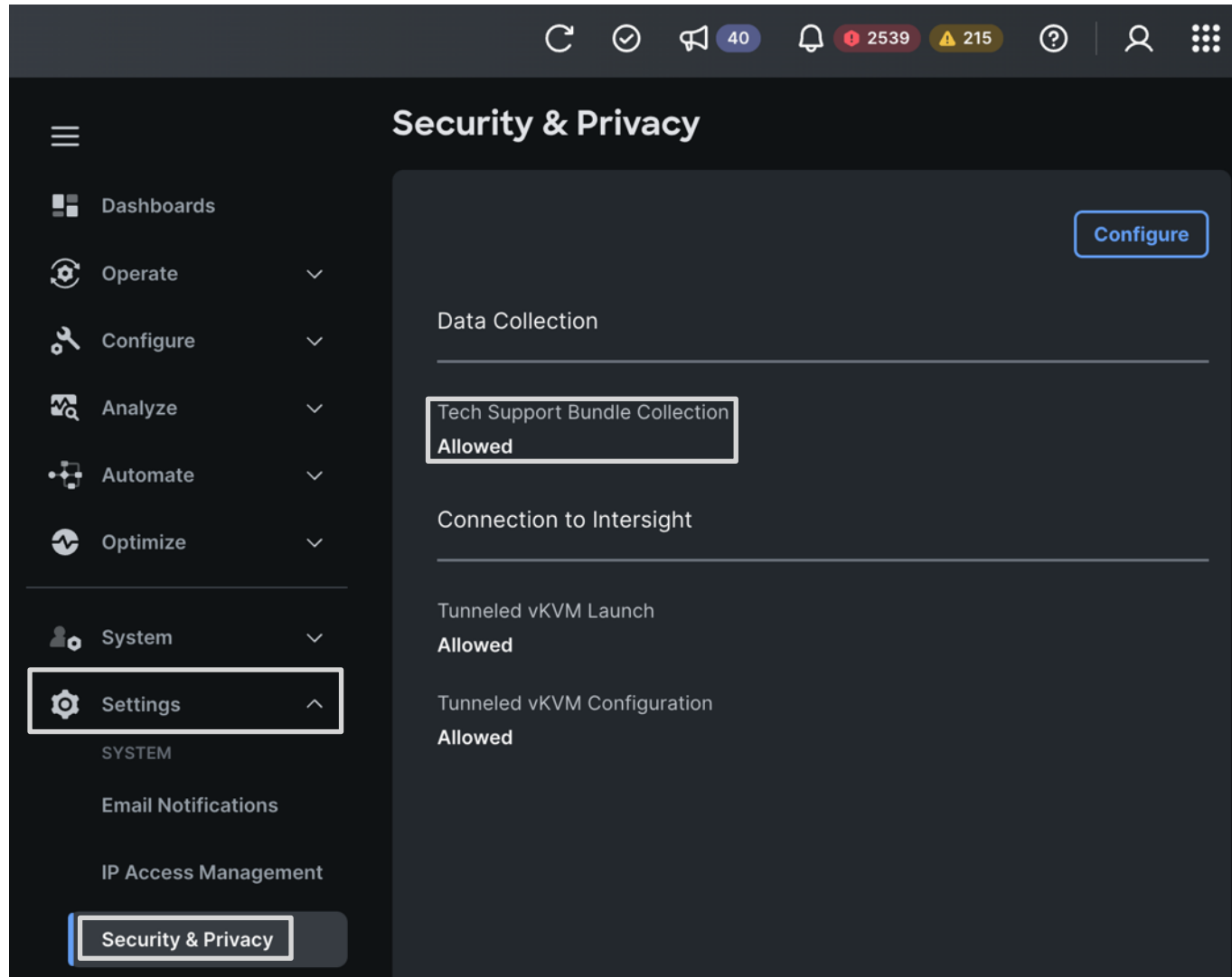
| Date/Time      | Name           | Oper State | Bundle Type | Reason | Size       |     |
|----------------|----------------|------------|-------------|--------|------------|-----|
| 20 minutes ago | 20250208124... | Available  | Server      | -      | 140.75 MiB | ... |

Rows per page10

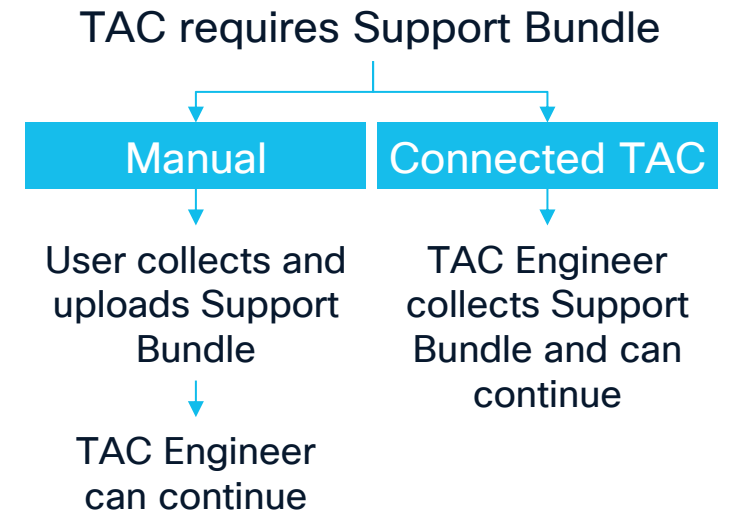
Download

Delete

# Connected TAC



Available in SaaS and Connected Appliance



# Opening a case for a device issue

Intersight

Search

40

2522

214

Servers

Chassis

Fabric Interconnects

Networking

HyperFlex Clusters

Storage

Virtualization

Integrated Systems

Configure

Analyze

Automate

Optimize

System

Settings

Servers

All ServersMy Servers

SearchFilters91 results

Health91  
Critical 33  
Warning 15  
Healthy 43

Power  
Off 30  
On 58

HCL Status  
Incomplete 70  
Not Listed 18  
Validated 3

Bundle Version  
5.2(2.240051) 14  
5.2(2.240053) 8  
4.3(5a) 8  
4.0(4d) 7  
Other 38

Utility Storage  
No 85  
Yes 6

Firm  
→  
←

|                          | Name              | Health   | Model         | CPU Capacity (GHz) | Memory Capacity (GiB) | UCS Domain               |
|--------------------------|-------------------|----------|---------------|--------------------|-----------------------|--------------------------|
| <input type="checkbox"/> | B26-6454-Matt-1   | Critical | UCSC-C220-M6S | 256.0              | 512.0                 | B26-6454-Matt            |
| <input type="checkbox"/> | B26-6454-Matt-1-1 | Critical | UCSX-210C-M6  | 140.8              |                       | Power                    |
| <input type="checkbox"/> | B26-6454-Matt-2   | Critical | UCSC-C220-M6S | 128.0              |                       | System                   |
| <input type="checkbox"/> | C220-WZP27420F19  | Critical | UCSC-C220-M7N | 158.4              |                       | Profile                  |
| <input type="checkbox"/> | CC07-R14-FI-1-1-2 | Critical | UCSB-B200-M5  | 100.0              |                       | VMware                   |
| <input type="checkbox"/> | CC07-R14-FI-1-1-3 | Healthy  | UCSB-B200-M5  | 100.0              |                       | Install Operating System |
| <input type="checkbox"/> | CC07-R14-FI-1-1-4 | Healthy  | UCSB-B200-M5  | 100.0              |                       | Upgrade Firmware         |
| <input type="checkbox"/> | CC07-R14-FI-1-1-5 | Critical | UCSB-B200-M5  | 100.0              |                       | Launch vKVM              |
| <input type="checkbox"/> | CC07-R14-FI-1-1-7 | Healthy  | UCSB-B200-M5  | 100.0              |                       | Launch Tunneled vKVM     |
| <input type="checkbox"/> | CC07-R14-FI-1-1-8 | Healthy  | UCSB-B200-M5  | 100.0              |                       | Start Alarm Suppression  |

Rows per page10

Export

Open TAC Case

Set License Tier

Collect Tech Support Bundle

# Opening a case for an Intersight issue

The screenshot shows the Cisco Intersight dashboard with a sidebar on the left containing navigation options: Dashboards, Operate (Servers, Chassis, Fabric Interconnects, Networking, HyperFlex Clusters, Storage, Virtualization, Integrated Systems), Configure, Analyze, Automate, Optimize, System, and Settings. The main content area displays various energy and power metrics. A dropdown menu is open from the top right, showing options: Help Center, Guide Me, I Need Support (highlighted), I Found A Bug, I Have A Suggestion, Command Palette, Intersight Status, and About. An arrow points from the 'I Need Support' option to the 'Open TAC Case' dialog box.

**Open TAC Case**

⚠ Smart licensing or subscription information are not synced. Opening a TAC case will require you to enter additional entitlement information. Before opening the TAC case, go to [Licensing](#), click **Actions**, then **Enable Subscription Information**.

To get faster service, If your issue is related to a specific device (UCS server, Fabric Interconnect, or other device), please open the TAC case from that context in the device actions.

Select a support topic \*

Select a support topic

Cancel Open TAC Case

| # | Name               | Serial Number | Energy Consumption (kWh) |
|---|--------------------|---------------|--------------------------|
| 1 | B26-6454-Matt-1-3  | FCH243974UR   |                          |
| 2 | int-tme-ucs-10-1-1 | FCH271278ZS   |                          |
| 3 | int-tme-ucs-10-1-3 | FCH271175PB   |                          |

# Intersight feedback vs TAC case

## Intersight Feedback

Use the Intersight Feedback for:

- Feature Requests
- Reporting cosmetic problems
- Reporting bugs that do not require support from TAC

→ No technical support

**VS**

## TAC Case

Please open a TAC Case for:

- Technical problems
- Outages
- Configuration issues

→ Support team will reach out to you

# TAC case handling and escalation

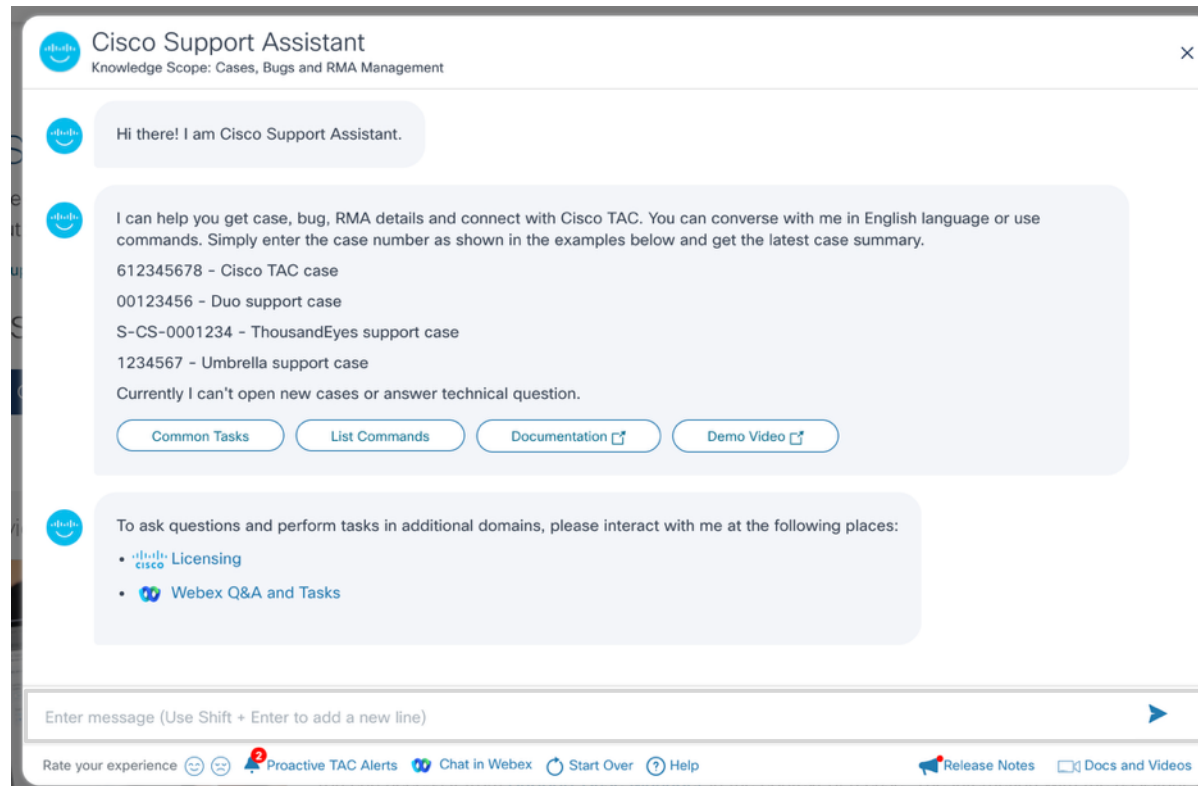
Urgent critical problem

Call TAC hotline to escalate, do not try to escalate in other ways!

otherwise

Case status and escalation via [supportassistant.cisco.com](https://supportassistant.cisco.com)

Use the  
following  
command:  
**/escalate**



Escalation not working?

# That's a Wrap

# Complete your session evaluations



**Complete** a minimum of 4 session surveys and the Overall Event Survey to claim a Cisco Live T-Shirt.



**Earn** up to 800 points by completing all surveys and climb the Cisco Live Challenge leaderboard.



**Level up** and earn exclusive prizes!



**Complete your surveys** in the Cisco Live Events app.

# Continue your education



**Visit** the Cisco Stand for related demos



**Book** your one-on-one Meet the Expert meeting



**Attend** the interactive education with Capture the Flag, and Walk-in Labs



**Visit** the On-Demand Library for more sessions at [www.CiscoLive.com/on-demand](https://www.CiscoLive.com/on-demand)

**Thank you**

**CISCO** Live !

