

# Deploy HyperFlex Remote Plugin - Deployment Guide

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## Introduction

This document describes how to deploy the Cisco HyperFlex Remote Plugin Appliance.

## Pre-requisites

### Requirements

Cisco recommends that you have knowledge in these topics:

- HyperFlex
- vCenter
- Networking
- DNS

### Components used

The information in this document is based on these software and hardware versions:

- HyperFlex Connect 5.0.2d
- Hyperflex Standard Cluster
- VMware vCenter, 8.0.2.00100

- VMware ESXi, 7.0.3, 21930508
- Cisco HyperFlex Remote Plugin Appliance 3.0.0.1173
- WinSCP 6.1.1 (Build 13736)

The procedure performed 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

The vSphere Client Remote vCenter plug-in architecture is designed to integrate plug-in functionality into the vSphere Client without the need to run inside vCenter Server. This provides plug-in isolation and enables scale-out of plug-ins that operate in large vSphere environments.

The main difference between the local and remote plug-in is that local plugin stores all its files on the vCenter itself, whereas remote plug-in stores the files in an appliance.

Starting with vSphere 8.0.0, the only architecture supported in vSphere releases is remote plugin.

Table 1. Cisco Hyperflex Remote Plugin Appliance Compatibility Matrix

vCenter Plugin Version	Cisco Hyperflex Release	ESXi version	vCenter version
3.0.0 and later	4.0 (2f) and later	6.7 u3 and later	7.0 and later

The deployment is an OVA-based installation with a Cisco Secured Linux Image.

Cisco Hyperflex Remote Plugin can be done in two ways.

- Deployment through vCenter.
- Deployment directly on a standalone ESXi host.



**Note:** The recommended deployment method is through vCenter

Once deployed, the Appliance have the configuration describe in Table 2 and Table 3.

Table 2. VM Hardware configuration

CPU	1 vCPUs
Memory	8 GB
Hard disk 1	48.83 GB
Network Adapter	1

Table 3. VM Software configuration

Guest OS	Ubuntu Linux 20.04.6 LTS Cisco Secured Linux
Compatibility	ESXi 6.7 U2 virtual machine
VMware Tools	open-vm-tools 11.3.0.29534 (build-18090558)

## Procedure

Step 1. Download the Cisco HyperFlex HTML plugin OVA for VMware vCenter from the [Cisco Software Download site](#).

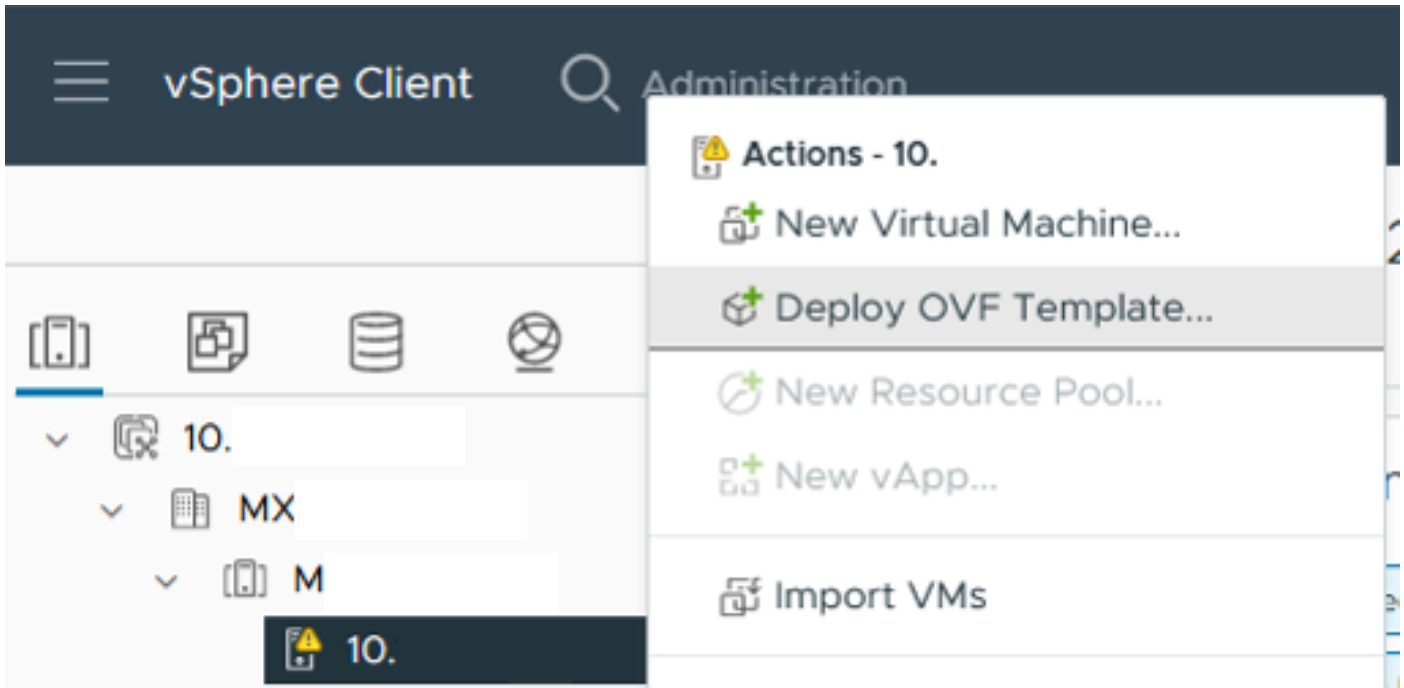
To do this, navigate **Downloads Home > Hyperconverged Infrastructure > Hyperflex HX Data Platform > Hyperflex Remote vCenter Plugin - 3.0.0**.

The screenshot shows the Cisco Software Download website. The navigation bar includes links for Products & Services, Support, How to Buy, Training & Events, Partners, and Employees. The main heading is "Software Download". The breadcrumb trail reads: Downloads Home / Hyperconverged Infrastructure / HyperFlex HX Data Platform / HyperFlex Remote vCenter Plugin- 3.0.0. On the left, a search bar and a filter menu are visible, with "3.0.0" selected under "Latest Release". The main content area displays "HyperFlex HX Data Platform Release 3.0.0" and "Related Links and Documentation" (No related links or documentation). A table titled "File Information" lists the download:

File Information	Release Date	Size
Remote vCenter plugin OVA for Hyperflex HTML5-remote-plugin-Appliance-3.0.0-1173.ova Advisories	21-Dec-2023	1227.59 MB

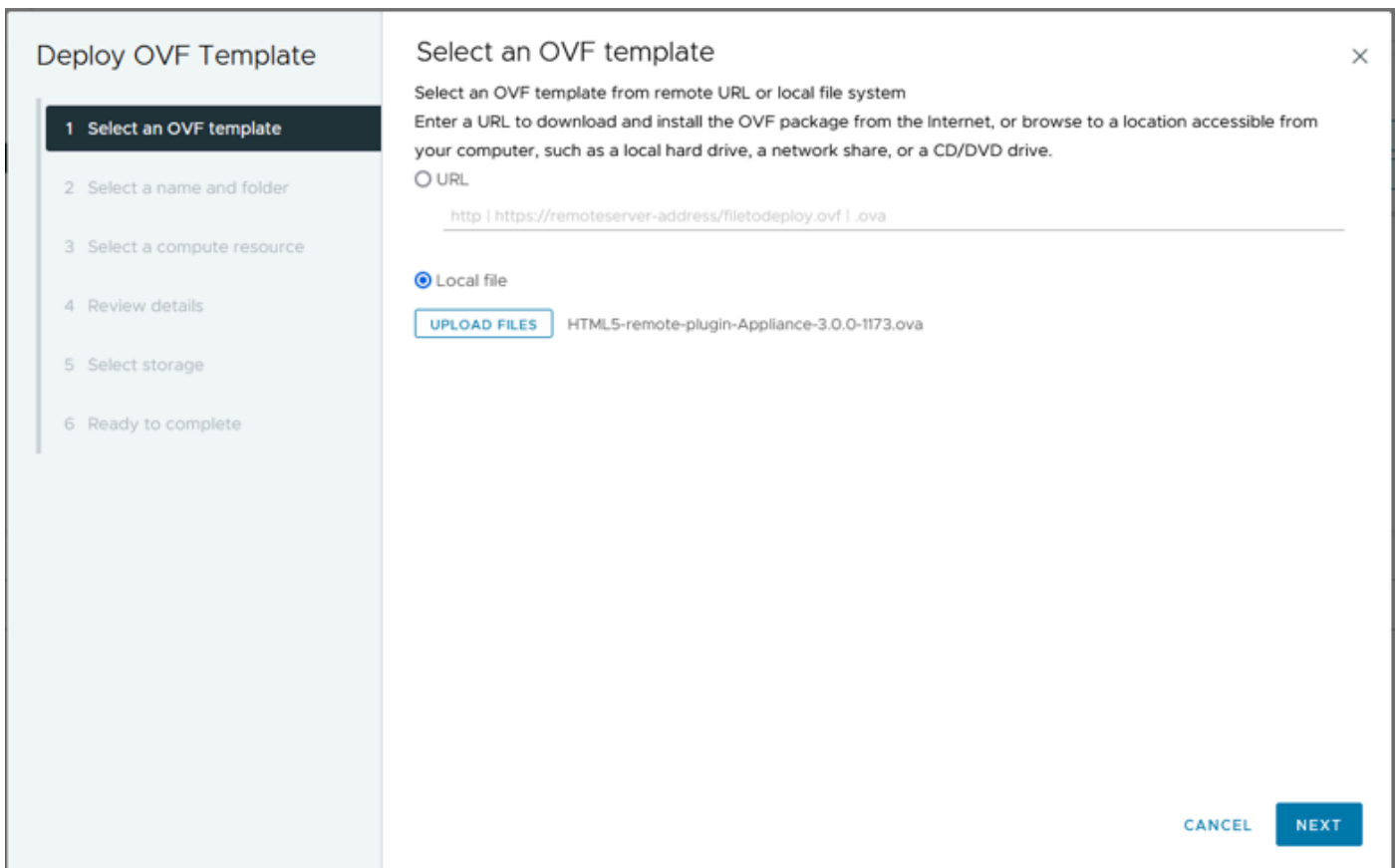
Cisco Downloads Website

Step 2. Login to the vCenter and select the host you want to deploy the Remote Plugin appliance. Right click on the host and click on Deploy OVF Template



Deploy OVF Template

Step 3. Select the Local file option and upload the **HTML5-remote-plugin-Appliance-3.0.0-1173.ova** file, click **Next**.



Select an OVF template

Step 4. Select the name for the Virtual machine and select a location for the virtual machine, click on **Next**.

### Deploy OVF Template

- Select an OVF template
- Select a name and folder**
- Select a compute resource
- Review details
- Select storage
- Ready to complete

### Select a name and folder

Specify a unique name and target location

Virtual machine name:

Select a location for the virtual machine.

- 10
  - MX**

Select VM name and folder

Step 5. Select a Server(ESXi host) for the deployment, click on **Next**.

### Deploy OVF Template

- Select an OVF template
- Select a name and folder
- Select a compute resource**
- Review details
- Select storage
- Ready to complete

### Select a compute resource

Select the destination compute resource for this operation

- MX
  - M
    - 10.**
    - 10.
    - 10.
  - S
  - T

Compatibility

✓ Compatibility checks succeeded.

Automatically power on deployed VM

Step 6. On the Review details section you see these warnings:

- The OVF package contains advanced configuration options, which poses a potential security risk. Review the advanced configuration options. Click next to accept the advanced configuration options.
- The certificate is not trusted.

You can safely ignore those warnings, click on **Ignore** and then click on **Next**

**Deploy OVF Template**

- 1 Select an OVF template
- 2 Select a name and folder
- 3 Select a compute resource
- 4 Review details**
- 5 Select storage
- 6 Select networks
- 7 Ready to complete

### Review details

Verify the template details.

**⚠ The OVF package contains advanced configuration options, which might pose a security risk. Review the advanced configuration options below. Click next to accept the advanced configuration options.**

**⚠ The certificate is not trusted.** [Ignore](#)

Publisher	<a href="#">TrustID EV Code Signing CA 4</a> (Invalid certificate)
Download size	1.2 GB
Size on disk	3.3 GB (thin provisioned) 48.8 GB (thick provisioned)
Advanced configuration	virtualhw.productcompatibility = hosted nvram = ovf:/file/file2

CANCEL BACK NEXT

Step 7. Select the datastore and select the disk format (Thin or thick provisioned), click on **Next**

### Deploy OVF Template

- Select an OVF template
- Select a name and folder
- Select a compute resource
- Review details
- Select storage**
- Select networks
- Ready to complete

### Select storage

Select the storage for the configuration and disk files

Encrypt this virtual machine ⓘ

Select virtual disk format Thin Provision

VM Storage Policy Datstore Default

Disable Storage DRS for this virtual machine

	Name	Storage Compatibility	Capacity	Provisioned	Free	T
<input checked="" type="radio"/>	Production	--	1 TB	903.41 GB	964.84 GB	N
<input type="radio"/>	SpringpathDS-F(	--	3.5 GB	3.45 GB	54 MB	V
<input type="radio"/>	sql	--	1 GB	0 B	1 GB	N
<input type="radio"/>	test	--	1 GB	0 B	1 GB	N

Manage Columns Items per page 10 4 items

Compatibility

✓ Compatibility checks succeeded.

CANCEL BACK NEXT

Select Datstore

Step 8. Select the portgroup for the VM network interface, click on **Next**



### Deploy OVF Template

- Select an OVF template
- Select a name and folder
- Select a compute resource
- Review details
- Select storage
- Select networks**
- Ready to complete

### Select networks

Select a destination network for each source network.

Source Network	Destination Network
VM Network	vm-network

Manage Columns 1 item

#### IP Allocation Settings

IP allocation: Static - Manual

IP protocol: IPv4

CANCEL BACK NEXT

Select networks

Step 9. Review your selections before finishing the wizard, then click **Finish**.

### Deploy OVF Template

- 1 Select an OVF template
- 2 Select a name and folder
- 3 Select a compute resource
- 4 Review details
- 5 Select storage
- 6 Select networks
- 7 Ready to complete

### Ready to complete ✕

Review your selections before finishing the wizard

- ▼ Select a name and folder

Name HTML5-remote-plugin-Appliance-3.0.0-1173

Template name HTML5-remote-plugin-Appliance-3.0.0-1173

Folder MX-HX
- ▼ Select a compute resource

Resource 10
- ▼ Review details

Download size 1.2 GB
- ▼ Select storage

Size on disk 3.3 GB

Storage mapping 1

All disks Datastore: Production; Format: Thin provision
- ▼ Select networks

Network mapping 1

VM Network vm-network

IP allocation settings

IP protocol IPv4

IP allocation Static - Manual

CANCEL
BACK
FINISH

Review your selections

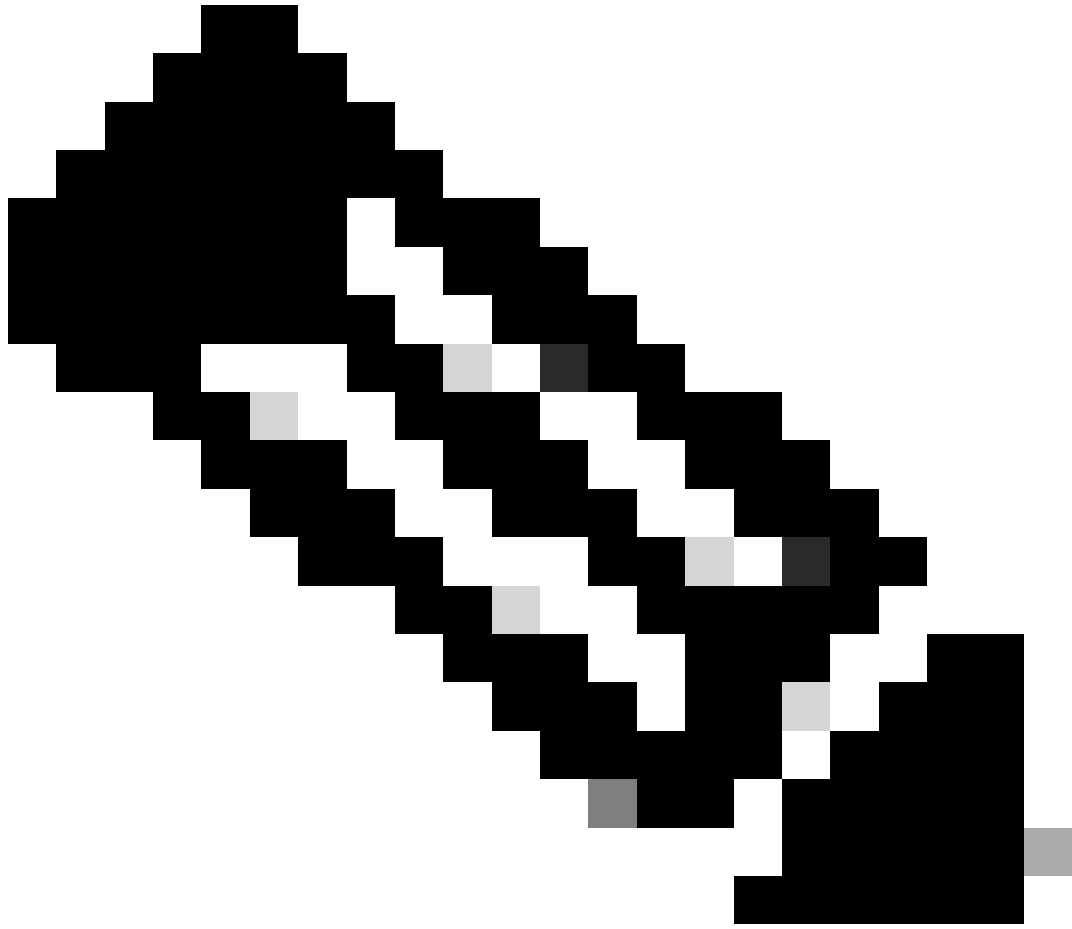
### Step 10. Watch the progress in the vCenter Recent Tasks tab

Task Name	Target	Status	Details	Initiator	Queued For	Start Time	Completion Time	Server
Deploy OVF template		<div style="width: 52%;"><div style="width: 52%;"></div></div> 52%		VSPHERE.LOCAL/vpxd-extensio n-0b39a92e-cfba-45de-be6f-167 ce912088f	9 ms	01/31/2024, 2:24:04 P M		<a href="#">10</a>
Import OVF package		<div style="width: 53%;"><div style="width: 53%;"></div></div> 53%		vsphere.local\Administrator	52 ms	01/31/2024, 2:23:28 PM		<a href="#">10</a>
Import OVF package		<div style="width: 0%;"><div style="width: 0%;"></div></div> 0%		vsphere.local\Administrator	94 ms	01/31/2024, 2:23:06 PM		<a href="#">10</a>
Import OVF package		Completed		vsphere.local\Administrator	62 ms	01/31/2024, 2:10:36 PM	01/31/2024, 2:20:39 PM	<a href="#">10</a>

vCenter Recent Tasks

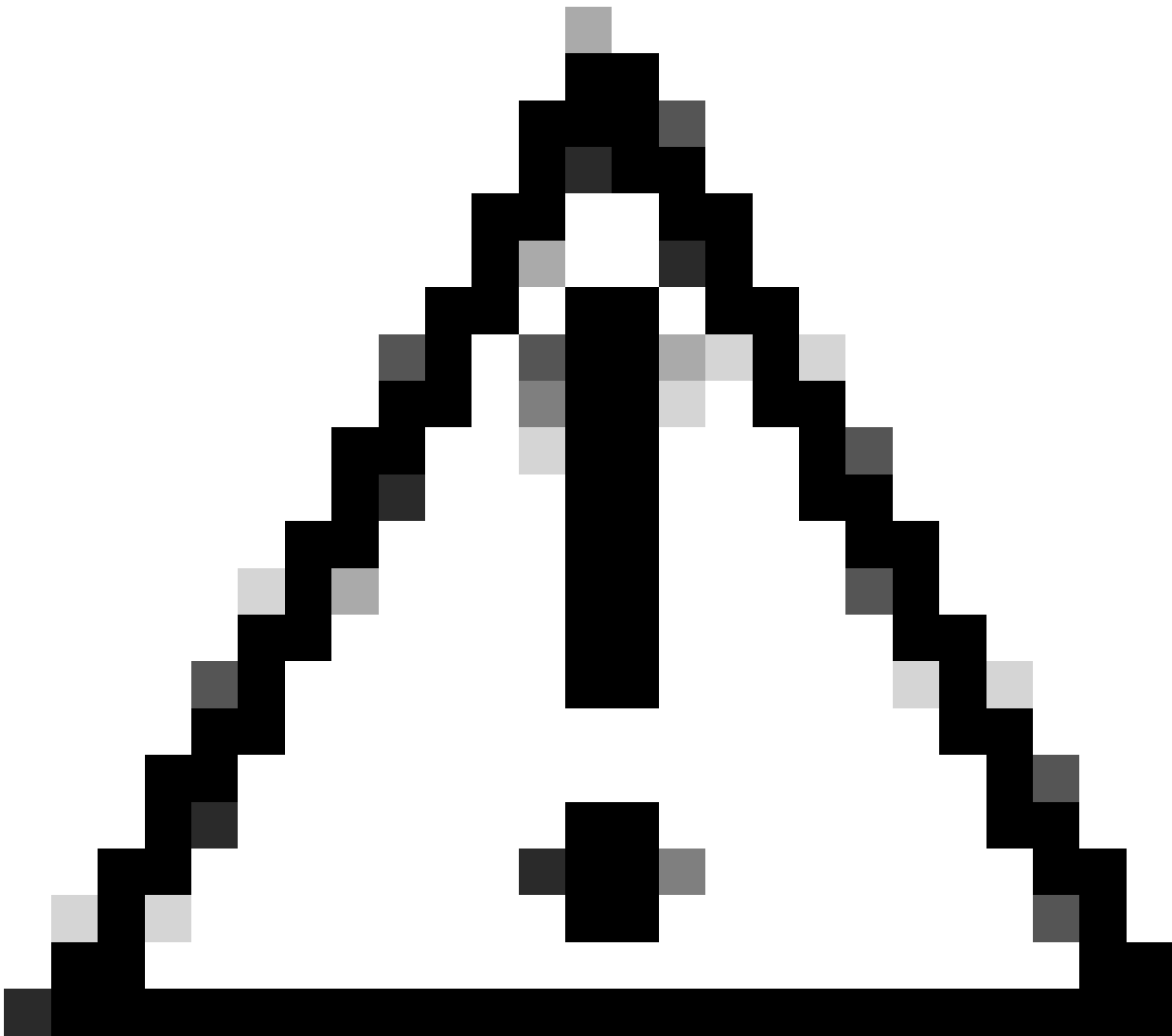
Step 11. Power on the Hypeflex Remote Plugin Virtual appliance. After the initial startup process a login prompt appears, use these credentials to Log in.

- Default username: vcp-admin
- Default password: C^scohxplugin@1984



**Note:** The creation of additional users or the use of the root user is not supported.

---



**Caution:** To get access to the Web GUI you need to change the default password. Otherwise, you get this error message:

Login using factory default password is disabled for security reasons. Please change the factory default password via ssh login/console and try login with new password.

---

```
RemotePlugin3
##### WARNING!!! #####
##### READ THIS BEFORE ATTEMPTING TO LOGON #####
#
# This System is for the use of authorized users only. Individuals
# using this computer without authority, or in excess of their
# authority, are subject to having all of their activities on this
# system monitored and recorded by system personnel. In the course
# of monitoring individuals improperly using this system, or in the
# course of system maintenance, the activities of authorized users
# may also be monitored. Anyone using this system expressly
# consents to such monitoring and is advised that if such
# monitoring reveals possible criminal activity, system personnel
# may provide the evidence of such monitoring to law enforcement
# officials. You cannot copy, disclose, display or otherwise
# communicate the contents of this server except to other Cisco
# employees who have been authorized to access this server.
#
##### Confidential Information #####
hx-vcp-appliance login:
```

Console Login screen

## Configure Management IP Address

By default, the Appliance gets an IP address from a DHCP Server available in the Portgroup/VLAN where the vnic was assigned.

Once you login into the Appliance you can find the assigned IPv4 address.

```
hx-vcp-appliance login: vcp-admin
Password:
Welcome to Ubuntu 20.04.6 LTS (GNU/Linux 5.4.0-146-generic x86_64)

* Documentation:  https://help.ubuntu.com
* Management:    https://landscape.canonical.com
* Support:       https://ubuntu.com/advantage

System information as of Tue 30 Jan 2024 06:26:19 AM UTC

System load:  0.18           Processes:            129
Usage of /:   10.3% of 47.27GB Users logged in:    0
Memory usage: 13%           IPv4 address for ens33: 192
Swap usage:   0%
```

Current IP Address

It is recommended to configure a static IP address to the virtual Appliance. To do this use the command **hx-ip-address-change** and follow the configuration wizard.

```
vcp-admin@hx-vcp-appliance:~$ hx-ip-address-change
Do you want to set Static IP (or) DynamicIP address (Options: static / dynamic )? static
Enter IP address(e.g., 192.168.1.2): 10.
Enter Subnet Mask bits (bits for 255.255.248.0 is 21): 24
Enter Gateway address: 10.
Enter DNS server addresses separated by comma and spaces (e.g., 8.8.8.8, 8.8.4.4): 10.
vcp-admin@hx-vcp-appliance:~$
```

*Change IP Address*

Verify the configured IP address using the **ifconfig** command.

```
Last login: Tue Jan 30 06:47:43 UTC 2024 from 192.168.1.2 on pts/0
vcp-admin@hx-vcp-appliance:~$ ifconfig
ens33: flags=4163<UP,BROADCAST,RUNNING,MULTICAST> mtu 1500
    inet 192.168.1.2 netmask 255.255.255.0 broadcast 192.168.1.255
    inet6 fe80::20c:29ff:fe09:cba prefixlen 64 scopeid 0x20<link>
    ether 00:0c:29:09:0c:ba txqueuelen 1000 (Ethernet)
    RX packets 110 bytes 9520 (9.5 KB)
    RX errors 0 dropped 56 overruns 0 frame 0
    TX packets 52 bytes 4912 (4.9 KB)
    TX errors 0 dropped 0 overruns 0 carrier 0 collisions 0

lo: flags=73<UP,LOOPBACK,RUNNING> mtu 65536
    inet 127.0.0.1 netmask 255.0.0.0
    loop txqueuelen 1000 (Local Loopback)
    RX packets 48 bytes 4112 (4.1 KB)
    RX errors 0 dropped 0 overruns 0 frame 0
    TX packets 48 bytes 4112 (4.1 KB)
    TX errors 0 dropped 0 overruns 0 carrier 0 collisions 0

vcp-admin@hx-vcp-appliance:~$
```

*Verify IP Address*

## Change Password

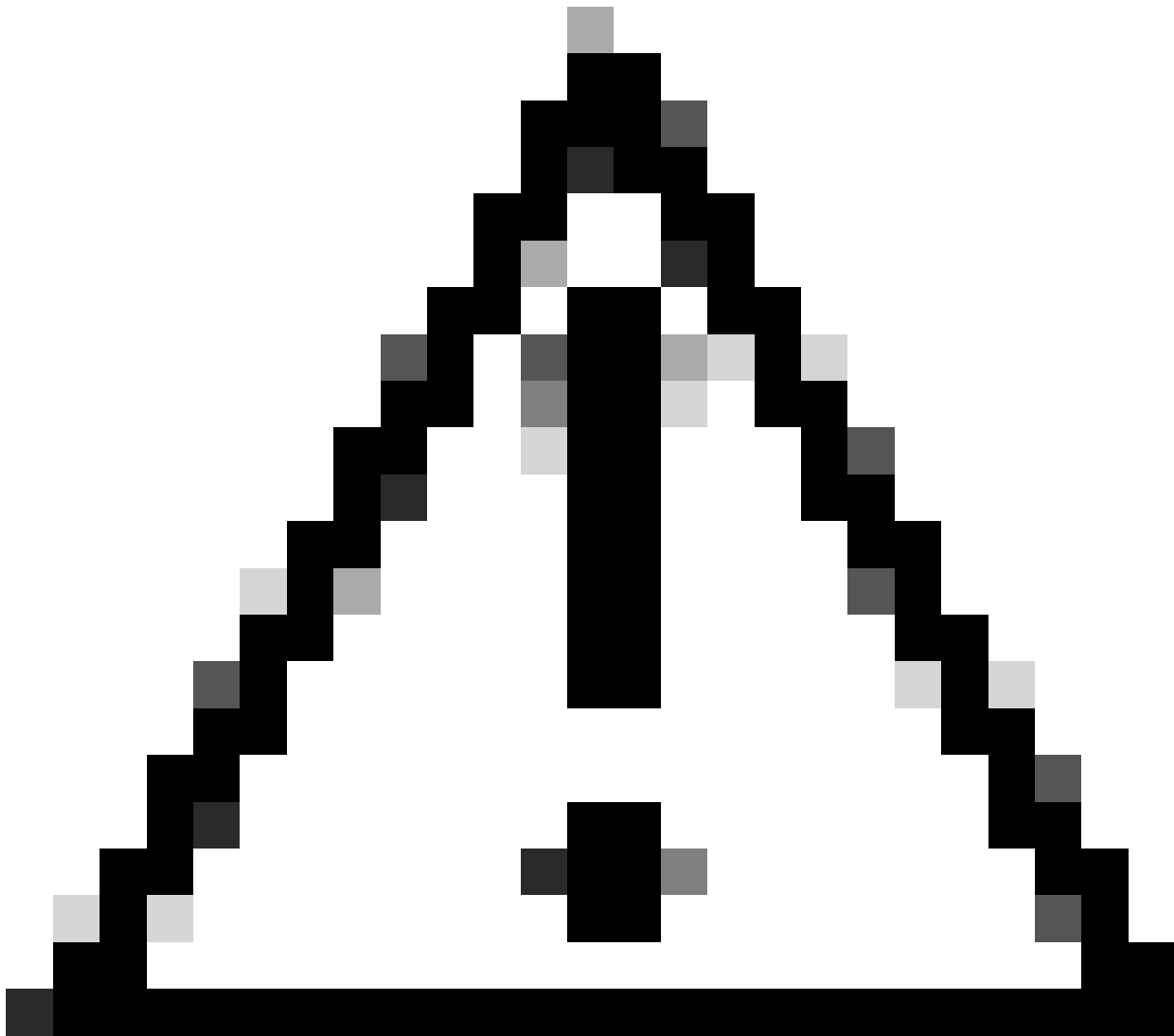
You can change current password for user vcp-admin using the command **passwd vcp-admin** providing the current password and the New password.

```
Last login: Mon Dec 18 14:15:53 UTC 2023 from 10.10.10.10 on pts/0
vcp-admin@hx-vcp-appliance:~$ passwd vcp-admin
Changing password for vcp-admin.
Current password:
New password:
Retype new password:
passwd: password updated successfully
```

*Change Password*

## Register a vCenter

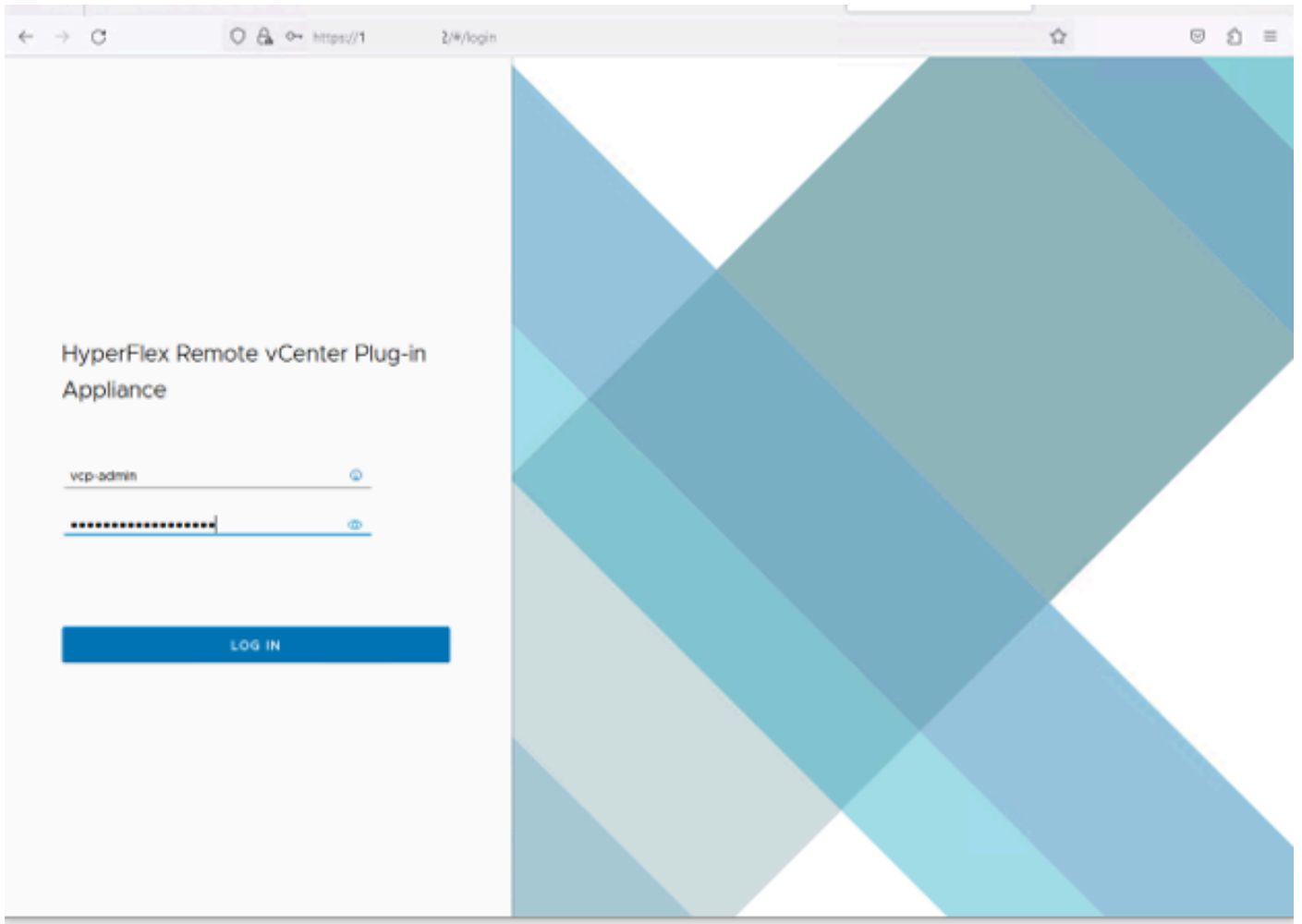
The registration of vCenter into the Cisco Hyperflex Remote Plugin Appliance is UI based.



**Caution:** Users with an active firewall need to verify that ports 433, 9443 and 22 are open and allow traffic to pass in or out between vCenter and Remote Plugin Appliance.

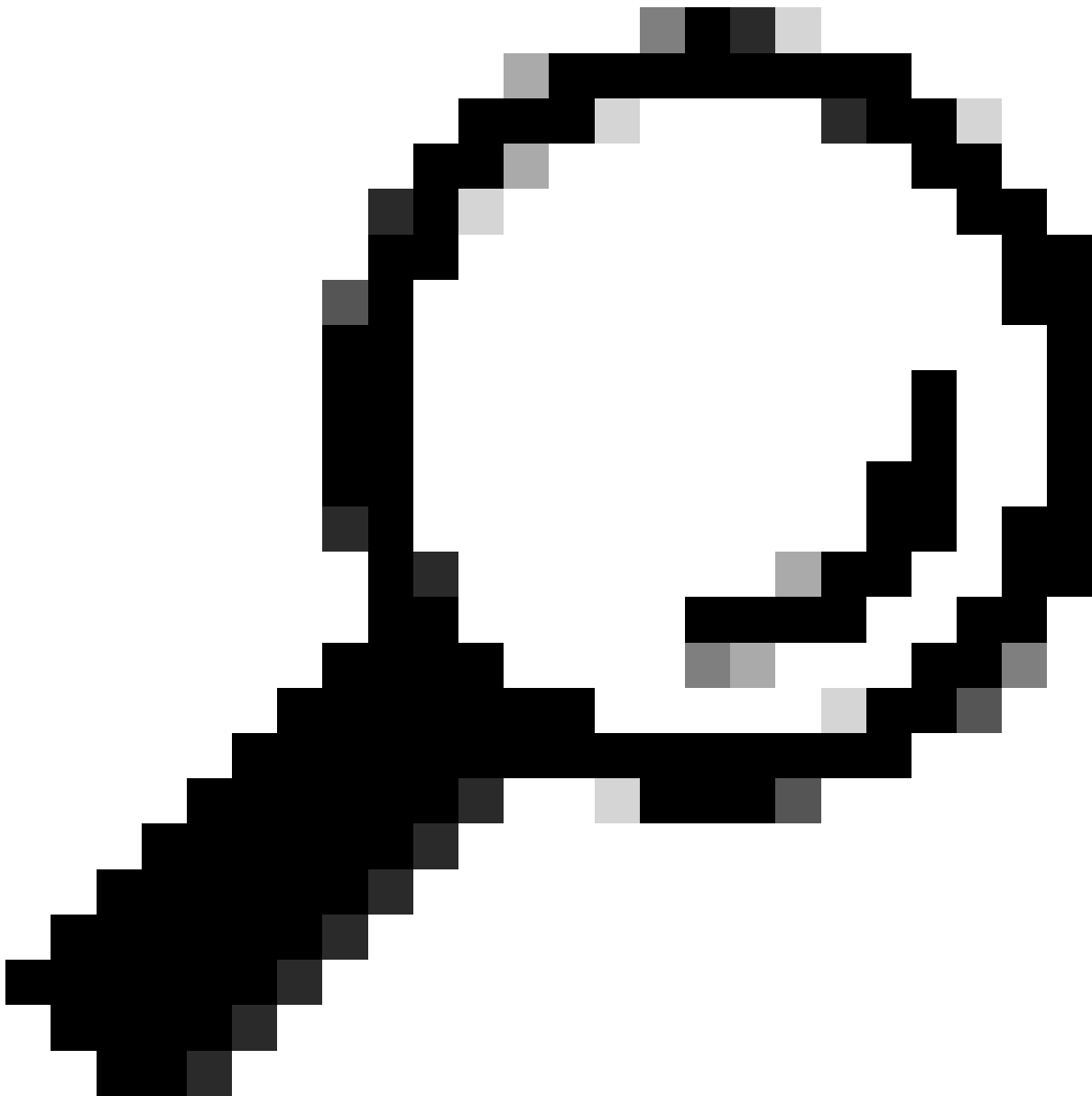
---

Step 1. Enter the IP in browser (<https://ip>) to open the plugin server management UI. Login with **vcp-admin** user and your current new password.



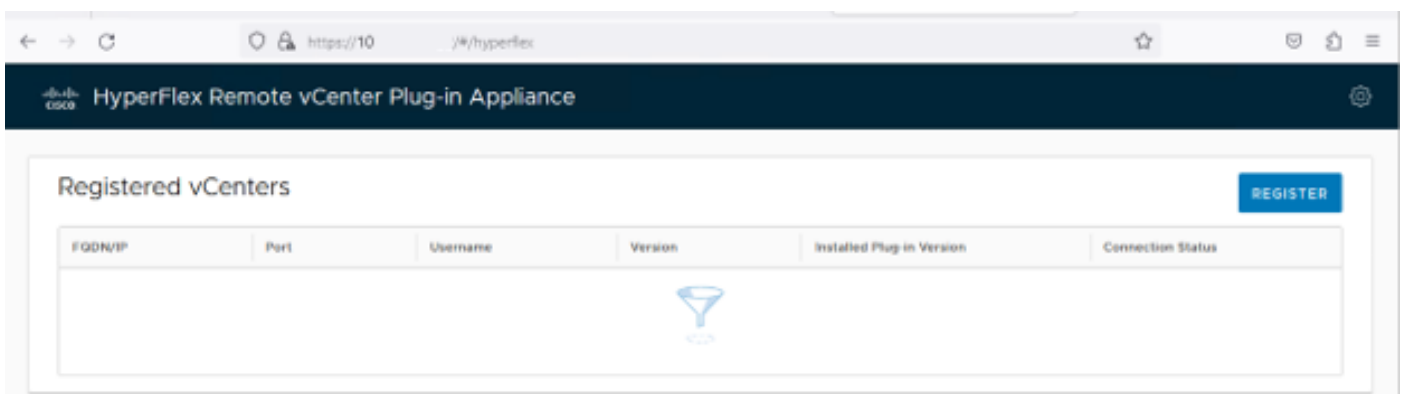
*Hyperflex Remote vCenter Plug-in Appliance Login screen*



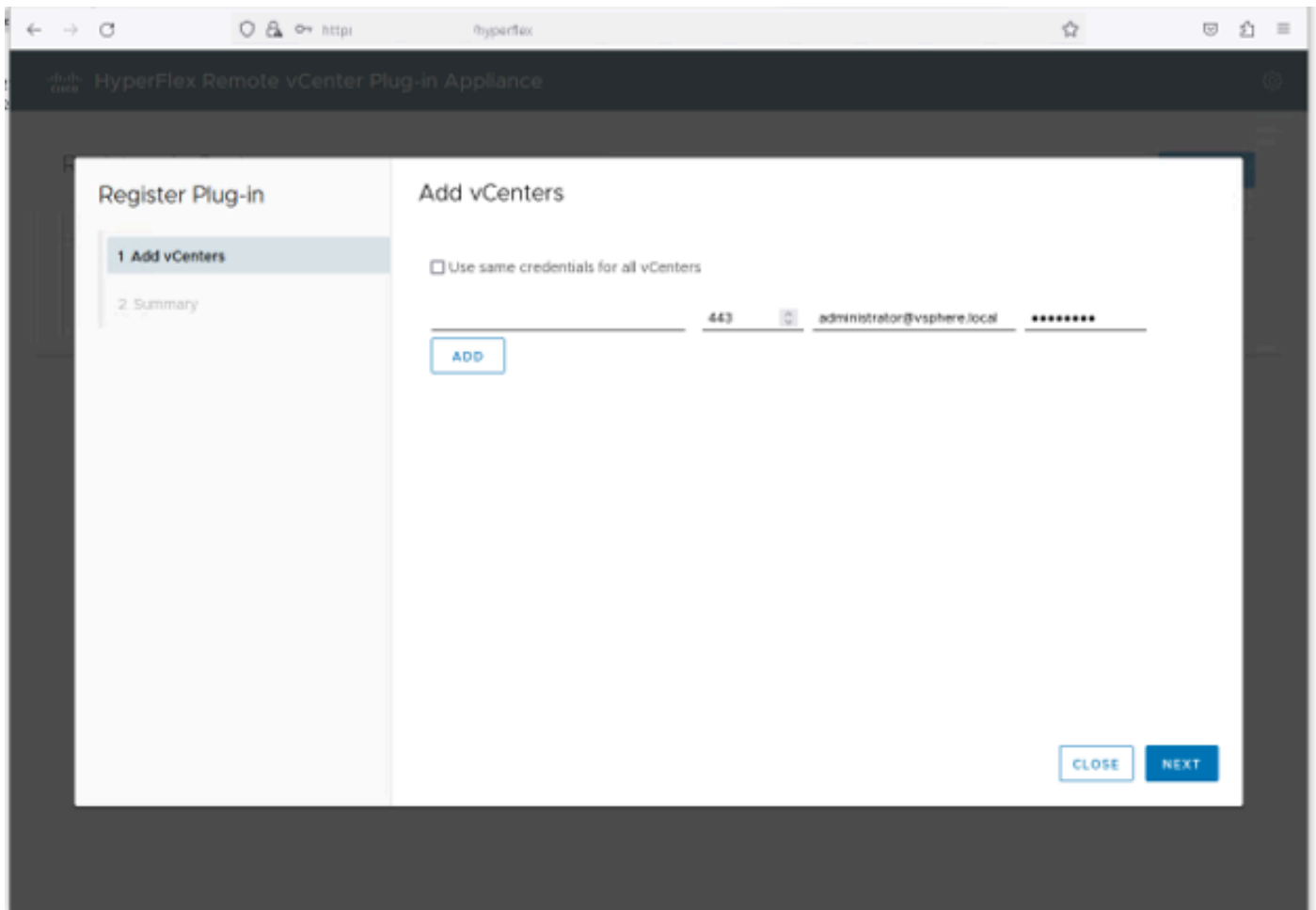


**Tip:** To verify the current Application version and supported vCenter versions, once you successfully log in, click on the Gear on the top right corner of the screen.

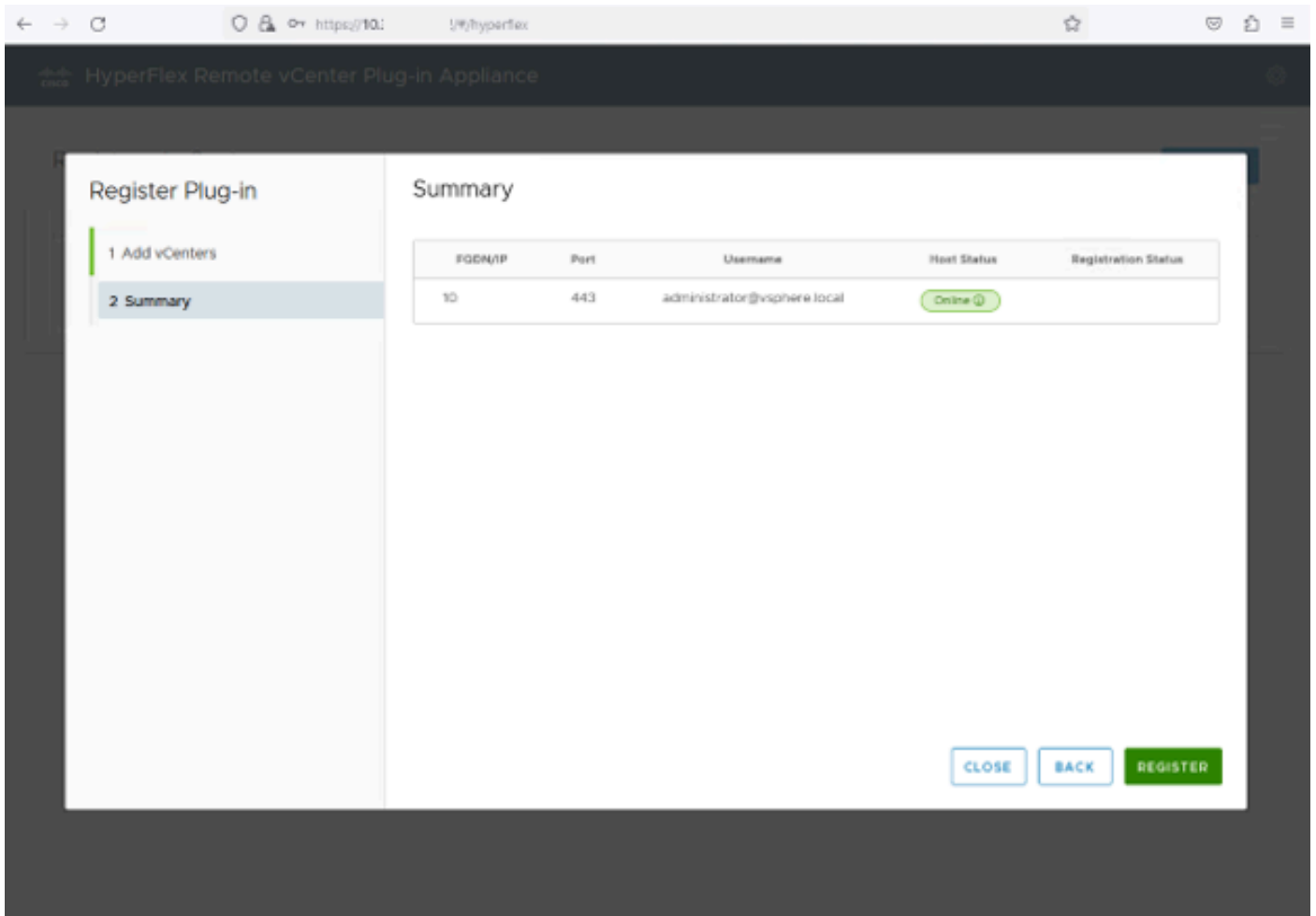
Step 2.. Once you login click on the **REGISTER** button on the main dashboard.



Step 3. Click on the **REGISTER** button to add the vCenter information where you want to deploy the remote plugin. Provide the IP address, port (443 by default) and vCenter username with enough privileges to perform the deployment. Click Next



Step 4. The system performs a connectivity test and appear online if it is able to reach the vCenter with the information provided. To proceed with registration click on the green **REGISTER** button



*Add vCenter Summary*

Step 5. Confirm that the configured vCenter is in the Registered vCenters list.



**Note:** Click on the three dots menu on the left of a registered vCenter if you wish to Update the Installed Plug-in Version currently installed on that vCenter or Unregister the vCenter.

The screenshot shows a web browser window with the URL `https://10.244/hyperflex`. The page title is "HyperFlex Remote vCenter Plug-in Appliance". Below the title is a "REGISTER" button. The main content is a table titled "Registered vCenters" with the following data:

	FGDN/IP	Port	Username	Version	Installed Plug-in Version	Connection Status
⋮	10.	443	administrator@vsphere.local	8.0.2	3.0.0.1173	✓

*Registered vCenters*

Step 6. Verify in vCenter that the plug-in was successfully deployed. Two task are visible and marked as completed. "Download plug-in" and "Deploy plug-in".

The screenshot shows the vCenter Tasks page. The 'Monitor' tab is selected in the top navigation. The left sidebar shows 'Tasks and Events' expanded, with 'Tasks' highlighted. The main area displays a table of tasks:

Task Name	Target	Status	Details	Initiator	Queued For	Start Time	Completion Time	Execution Time
Deploy plug-in	10	Completed	Cisco HyperFlex (com.cisco.hx:3.0.0.1173)	vsphere-webclient-db39a92e-cfba-45de-be6f-167ce9120881@vsphere.local	122 ms	01/27/2024, 2:30:23 AM	01/27/2024, 2:30:23 AM	553 ms
Download plug-in	10	Completed	Cisco HyperFlex (com.cisco.hx:3.0.0.1173)	vsphere-webclient-db39a92e-cfba-45de-be6f-167ce9120881@vsphere.local	38 ms	01/27/2024, 2:30:22 AM	01/27/2024, 2:30:23 AM	474 ms

Below the table, a detailed view of the 'Download plug-in' task is shown, including its status (Completed), initiator, target, server, and details. A 'Related events' table is also present:

Date Time	Description
01/27/2024, 2:30:22 AM	Task: Download plug-in

Verify Deployment tasks in vCenter

Step 7. Verify that the the plug-in is registered under vCenter Administration Client Plugins tab. As you can see, the type of plug-in is Remote and it is successfully deployed.

The screenshot shows the vSphere Client Administration Client Plugins page. The left sidebar shows 'Administration' expanded, with 'Client Plugins' selected. The main area displays a table of client plugins:

Name	Type	Status	VMware Certified	Vendor
Cisco HyperFlex	Remote	Deployed	Yes	Cisco Systems, Inc.
VMware vCenter Server Lifecycle Manager	Remote	Deployed	Yes	VMware, Inc.
VMware vSphere Lifecycle Manager Client	Remote	Deployed	Yes	VMware, Inc.
VMware vSphere Lifecycle Manager	Local	Deployed	Yes	VMware, Inc.

Verify plug-in is installed

Step 8.. To view the Cisco HyperFlex HTML5 plugin options in the vSphere UI, log out and log in again to vCenter.. Once you log in again, right click on your Hyperflex cluster to find at the bottom the Cisco Hyperflex plugin



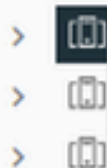
M



Summary    Monitor

10

MX



Actions - M

- Add Hosts...
- New Virtual Machine...
- New Resource Pool...

Deploy OVF Template...

New vApp...

Import VMs

Storage >

Host Profiles >

Edit Default VM Compatibility...

Recer

Assign vSAN Cluster License...

Task Name

Settings

Status



Move To...

Rename...

Tags & Custom Attributes >

Add Permission...

Alarms >

Services

- vSphere DRS
- vSphere Availability

Configuration

Quickstart

- General
- Key Provider
- VMware EVC
- VM/Host Groups
- VM/Host Rules
- VM Overrides
- I/O Filters
- Host Options
- Host Profile

Licensing

- vSAN Cluster

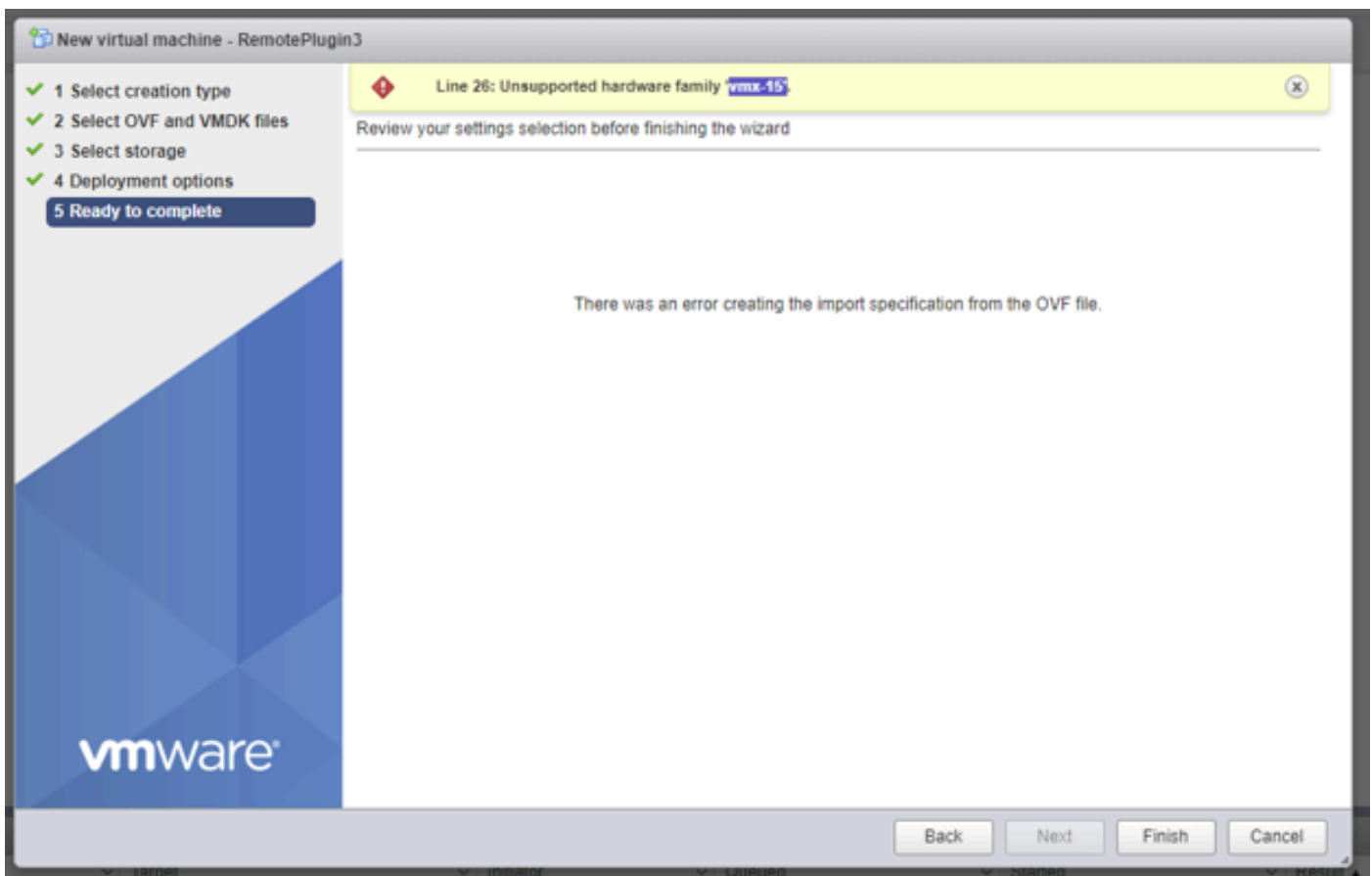
: The configuration and feature functionality for the Remote and Local plugin are identical. For more information on any feature see the Cisco HyperFlex HTML5 Plugin for VMware vCenter section available in the Cisco HyperFlex Data Platform Administration Guide, Release 5.5, link available in the Related information section.

## Troubleshooting

### Unsupported hardware family

If you try to install on a lower version, such as ESXi 6.5, in the last step of the implementation you get this error:

#### Line 26: Unsupported hardware family 'vmx-15'



*Unsupported hardware error*

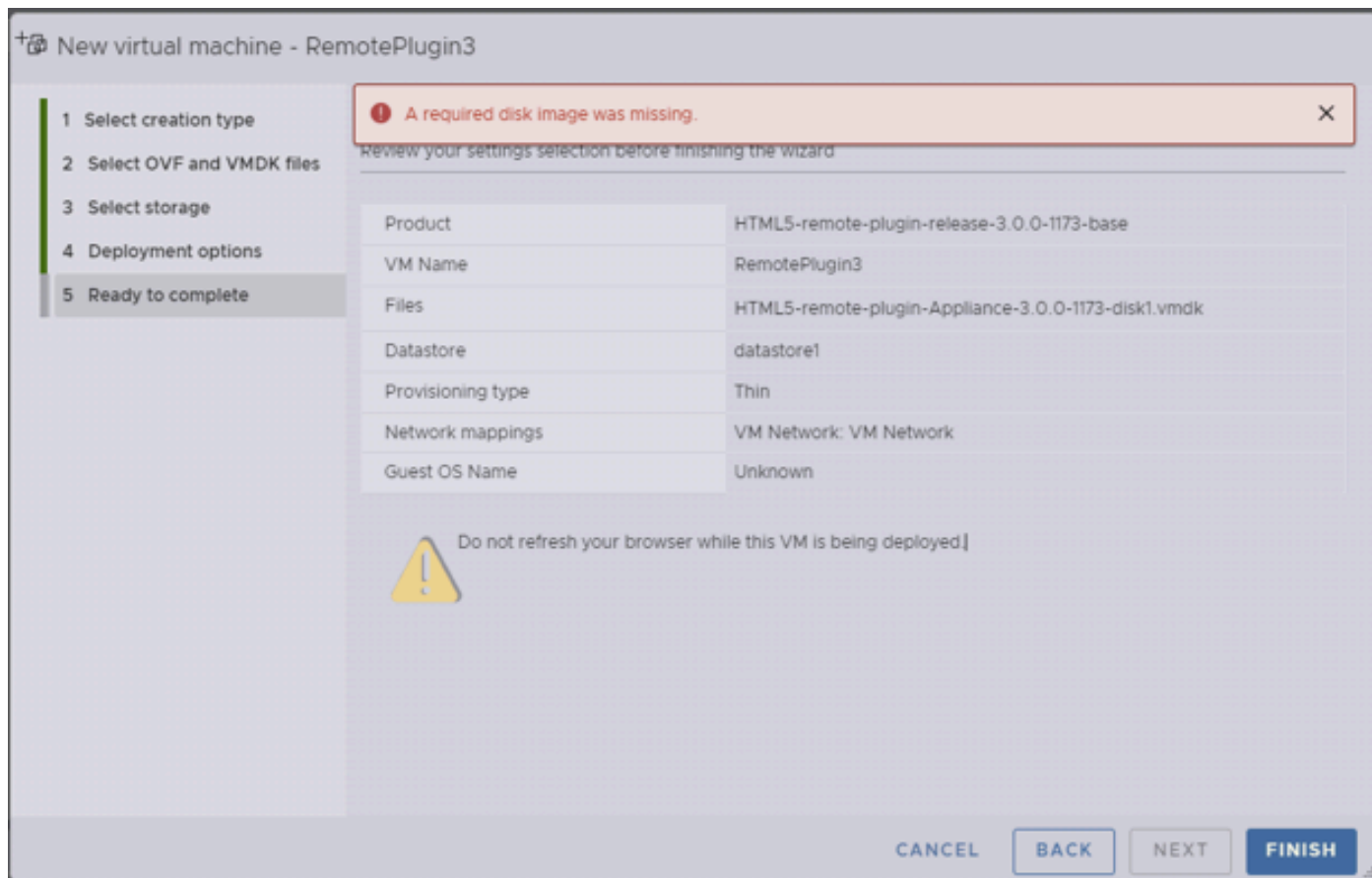
This is due to the virtual hardware version used by the VM, it is necessary to deploy on ESXi 6.7 U2 or higher.

It is important to note that a hardware version 15 VM cannot be vMotioned to a host on a prior version of ESXi, including ESXi 6.7u1, ESXi 6.7, ESXi 6.0 etc, as these prior ESXi versions are not compatible with the new hardware version. Similarly, vCenter 6.7 or vCenter 6.7u1 can be used to manage ESXi 6.7u2 hosts as long as hardware version 15 VMs are not in use. For customers looking to create, run, and manage hardware version 15 VMs, both the ESXi hosts in the cluster and vCenter need to be upgraded to at least 6.7u2.

For additional details please refer to VMware article: **Virtual machine hardware versions** ([KB 1003746](https://kb.vmware.com/kb/1003746))

## A required disk image was missing

If you try to deploy using the OVA file directly to a host with ESXi 6.7 U2 or higher, in the last step before starting the deployment you get this warning 'A required disk image was missing'.



*A required disk image was missing error*

To mitigate this warning it is necessary to unzip the OVA file 'HTML5-remote-plugin-Appliance-3.0.0-1173.ova', for this you can use the decompressor of your choice, such as 7zip.

Inside the unzipped folder you find this list of files:

- HTML5-remote-plugin-Appliance-3.0.0-1173.cert
- HTML5-remote-plugin-Appliance-3.0.0-1173.mf
- HTML5-remote-plugin-Appliance-3.0.0-1173.ovf
- HTML5-remote-plugin-Appliance-3.0.0-1173-disk1.vmdk
- HTML5-remote-plugin-Appliance-3.0.0-1173-file1.nvram

The required files for the deployment are:

- HTML5-remote-plugin-Appliance-3.0.0-1173.ovf
- HTML5-remote-plugin-Appliance-3.0.0-1173-disk1.vmdk
- HTML5-remote-plugin-Appliance-3.0.0-1173-file1.nvram



New virtual machine - RemotePlugin

- Select creation type
- Select OVF and VMDK files
- Select storage
- License agreements
- Deployment options
- Additional settings
- Ready to complete

### Select OVF and VMDK files

Select the OVF and VMDK files or OVA for the VM you would like to deploy

Enter a name for the virtual machine.

RemotePlugin

Virtual machine names can contain up to 80 characters and they must be unique within each ESXi instance.

- HTML5-remote-plugin-Appliance-3.0.0-1173.ovf
- HTML5-remote-plugin-Appliance-3.0.0-1173-disk1.vmdk
- HTML5-remote-plugin-Appliance-3.0.0-1173-file1.nvram

CANCEL BACK NEXT FINISH

*Providing required files*

Once you provide the three files, the warning is gone


New virtual machine - RemotePlugin

- Select creation type
- Select OVF and VMDK files
- Select storage
- Deployment options
- Ready to complete

### Ready to complete

Review your settings selection before finishing the wizard

Product	HTML5-remote-plugin-release-3.0.0-1173-base
VM Name	RemotePlugin
Files	HTML5-remote-plugin-Appliance-3.0.0-1173-disk1.vmdk HTML5-remote-plugin-Appliance-3.0.0-1173-file1.nvram
Datastore	datastore1
Provisioning type	Thin
Network mappings	VM Network: VM Network
Guest OS Name	Unknown

 Do not refresh your browser while this VM is being deployed

CANCEL BACK NEXT FINISH



Ready to complete

## vCenter Integration

Step 1. Verify that communication is allowed towards TCP port 443 of the FQDN (requires having configured DNS on the appliance) or vCenter IP address, in case of communication failure this can be seen in the Host Status column.

Step 2. Verify that the vCenter version is 7.0 or higher. If you try to register with an incompatible version, a **'Failed'** message appears in Registration status. By placing the mouse over the red box for a short period of time, it shows a description of the error message. In this image, you can see an example of failure message when integrating VM Remote plugin with Vcenter due to an incompatible version

### Summary

FQDN/IP	Port	Username	Host Status	Registration Status
192.	443	administrator@vsphere.local	Online 	Failed 

vCenter version 6.7.0 - 22509751 is not supported. The remote plugin is supported with vCenter version 7.0 and later.

*Incompatible vCenter version*

## Additional Assistance

If you need additional support regarding the implementation or integration, you must contact Cisco TAC and attach the necessary log files.

## Support bundle Generation

Support bundle generation is available only if you have at least one vCenter registered in the Cisco Hyperflex Remote Plugin Virtual Appliance.

Currently the support bundle generation is through commandline. You need to login into the console of the appliance (or use SSH) and run the command **hx-plugin-supportbundle**, by default the support bundle is saved in the **/var/log/plugin\_support/** directory.

User can specify the vCenter FQDN or IP address to proceed with the support bundle generation.



**Note:** root user credentials from the selected vCenter are required to generate the support bundle.

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Step 1. SSH into the HyperFlex Remote Plugin Virtual appliance, login and run the command `hx-plugin-supportbundle`, this generates a tar file with vCenter logs and Hyperflex Remote Plugin appliance logs

```
vcp-admin@hx-vcp-appliance: ~
login as: vcp-admin
vcp-admin@10      's password:
Last login: Sat Jan 27 08:22:43 2024
vcp-admin@hx-vcp-appliance:~$ hx-plugin-supportbundle
To download vCenter support bundle root credentials are required. You can skip t
he support bundle generation and continue with appliance logs.
Do you wish to continue?(Y/N):Y
Enter vCenter hostname/ip to download Support bundle:10.
Enter vCenter password for root user:
-----
Support Bundle Script Execution Started - Thu 01 Feb 2024 07:51:44 PM UTC
-----
Trying To Connect to vCenter using root credentials...

Connected to 10.
Downloading vCenter Logs...

ssh runs in FIPS mode
FIPS mode initialized

VMware vCenter Server 8.0.2.00100

Type: vCenter Server with an embedded Platform Services Controller

Copying generated bundle from vCenter path

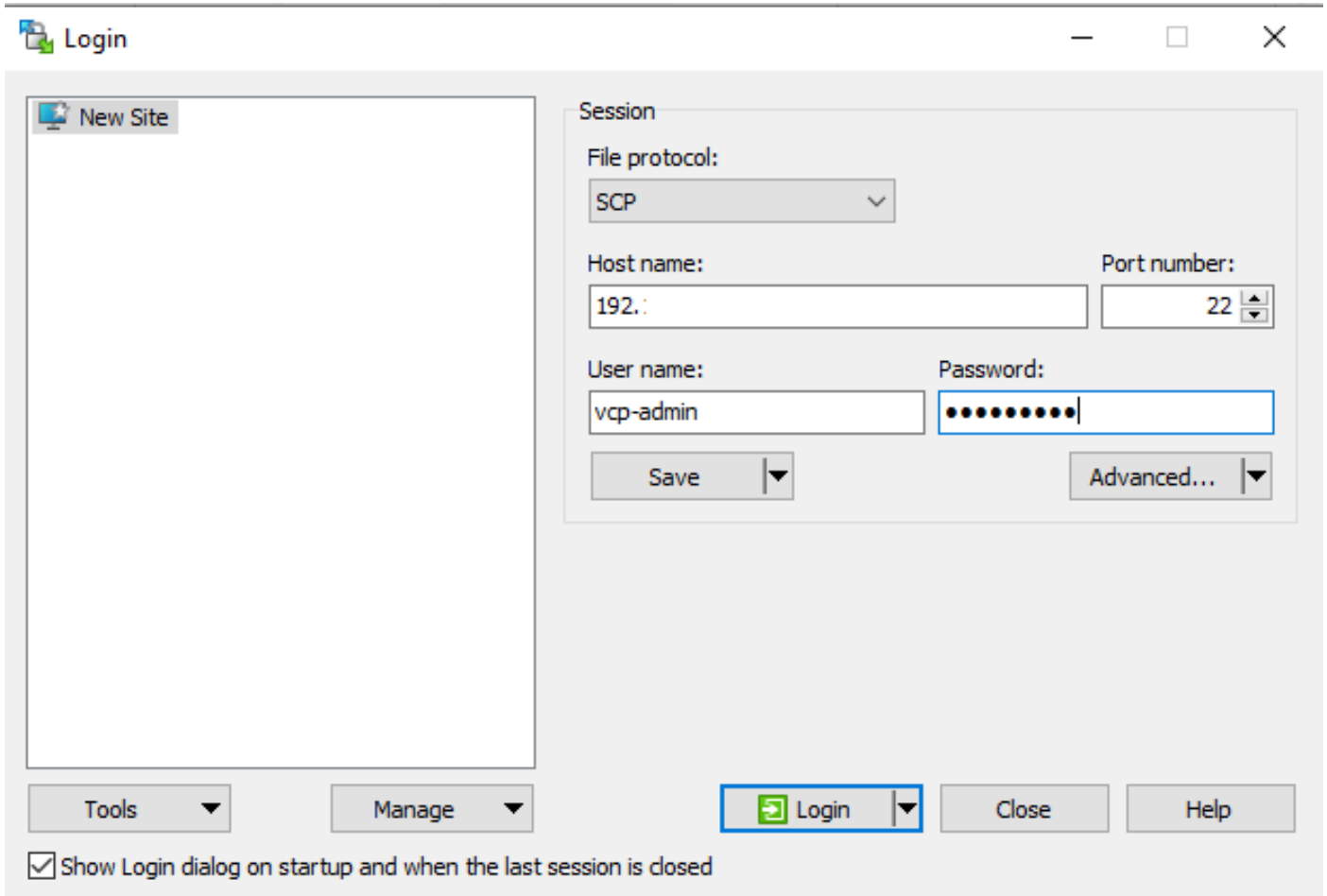
Reset bash shell for vCenter

Do you want to specify the target directory for creating support bundle?(y/n):n
Creating support bundle: hx-plugin-support-bundle.zip
tar: Removing leading `/' from member names
27.7MiB 0:00:01 [18.2MiB/s] [ <=> ]
hx plug-in support bundle has been generated successfully at /var/log/plugin_sup
port/hx-plugin-support-bundle-
                                -01-02-2024-19.52.15.tar.gz
vcp-admin@hx-vcp-appliance:~$
```

#### Support Bundle Generation

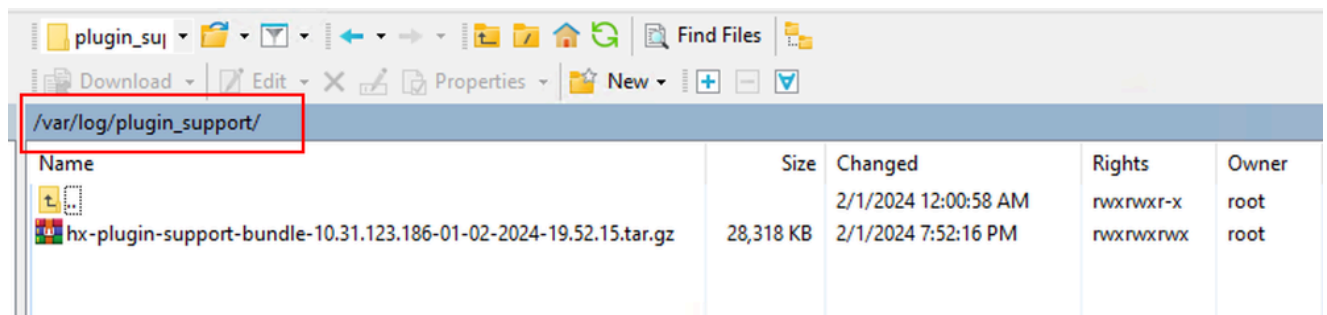
Step 2. Establish an SCP connection to the VM Remote Plugin, for this you can use software like WinSCP

- File Protocol: SCP
- Host name: [[ip.address.remotepluginappliance]
- Port number: 22
- Username: vcp-admin
- Password: [your-configured-password]



SCP Connection parameters

Step 3. Navigate to the `/var/log/plugin_support/` directory and download the support bundle file.



Support bundle location

## Collect logs manually from the Cisco HyperFlex Remote Plugin Appliance

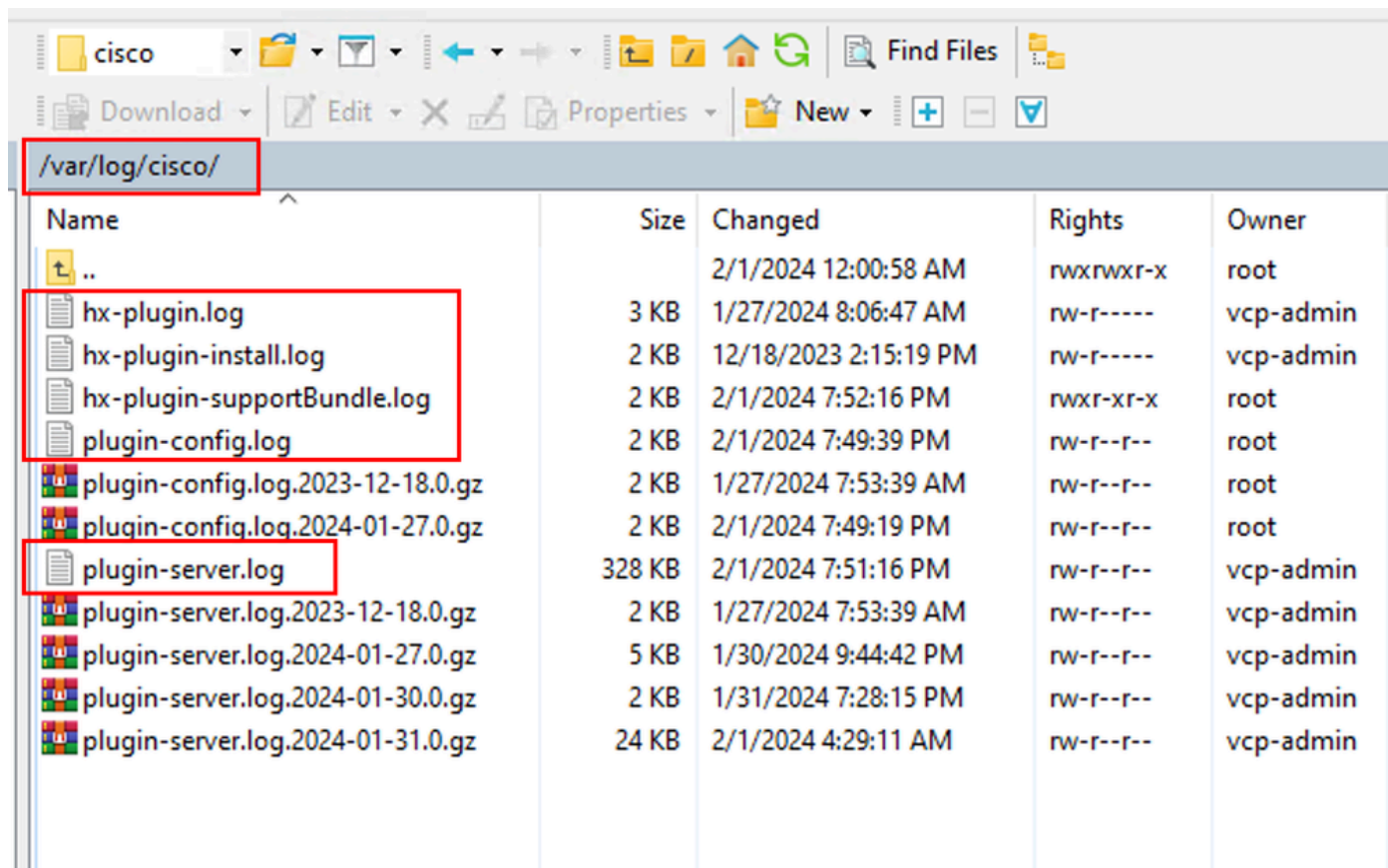
If you are not able to register any vCenter in the appliance, you cannot generate a Support Bundle. A manual collection of the log files is needed.

Step 1. Establish an SCP connection to the VM Remote Plugin, for this you can use software like WinSCP

- File Protocol: SCP
- Host name: [ip.address.remotepluginappliance]
- Port number: 22
- Username: vcp-admin
- Password: [your-configured-password]

Step 2. Once you login you automatically find yourself in the path **/home/vcp-admin**, go to the root directory and then to the indicated paths to collect these log files:

- /var/log/auth.log
- /var/log/audit/audit.log
- /var/log/cisco/hx-plugin.log
- /var/log/cisco/hx-plugin-install.log
- /var/log/cisco/plugin-config.log
- /var/log/cisco/plugin-server.log



*Cisco logs location*

Step 3. Upload the log files to your current Service Request. The steps to upload the files to the case are in the link "Customer File Uploads to Cisco Technical Assistance Center" available in the Related information section.

## Related Information

[Customer File Uploads to Cisco Technical Assistance Center](#)

[Support Case Manager](#)

[Cisco HyperFlex Data Platform Administration Guide, Release 5.5](#)