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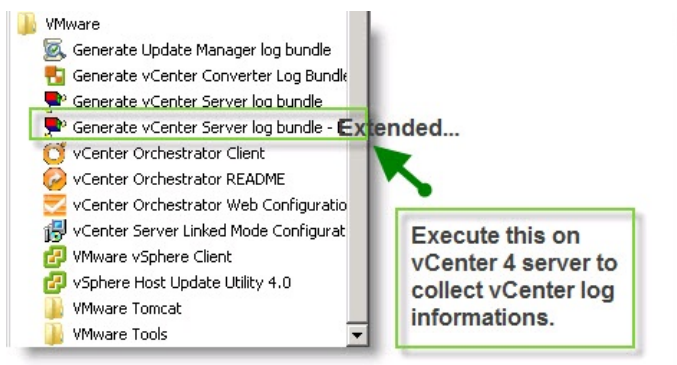
How to collect log information from vCenter Server 4

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How to collect logs from vCenter Server?

Sometimes when you're in trouble, you need to go and generate the diagnostic information for VMware vCenter Server 4.0. I was wondering where and how, just until when I stumbled on [this KB article](#) on VMware KB website. The article explains that to generate the vCenter 4 logs, it must be done **directly on the vCenter Server** being connected as an Administrator.

1. Log into the VMware vCenter Server as an administrator.
2. Click Start > All Programs > VMware > Generate vCenter Server log bundle - Extended.



3. A command prompt will appear and shows the progress of collecting the logs. The process will take some time to complete.

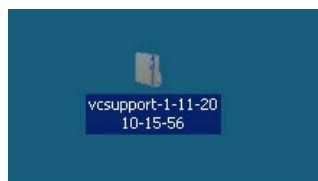
```

Generate vCenter Server log bundle - Extended
Microsoft (R) Windows Script Host Version 5.7
Copyright (C) Microsoft Corporation 1996-2001. Tous droits réservés.

Creating folder vcsupport-1-11-2010-15-56 in C:\Users\administrator\
ONE\Desktop...
Created C:\Users\administrator\GROUPEOMICRONE\Desktop\
vcsupport.log
VMware VirtualCenter Support v4.0.0-208111. Log started:
15-56.
Gathering VMware VirtualCenter logs..
Collecting VMware VirtualCenter service logs..

```

After completing, you'll find a Zipped file on your desktop, ready to be send to VMware. But how exactly?



First option is by e-mail, but if the file is bigger than 10Megs, you might have troubles....In my case, while I was testing, my diagnostic data was about **360Megs**... and my environment there was only 2 ESX Servers with the vCenter installed as a VM, so e-mail for me would not be possible).

Another way is to attach the file to your support request while you writing your message online at <https://www.vmware.com/support/login.do>. After you

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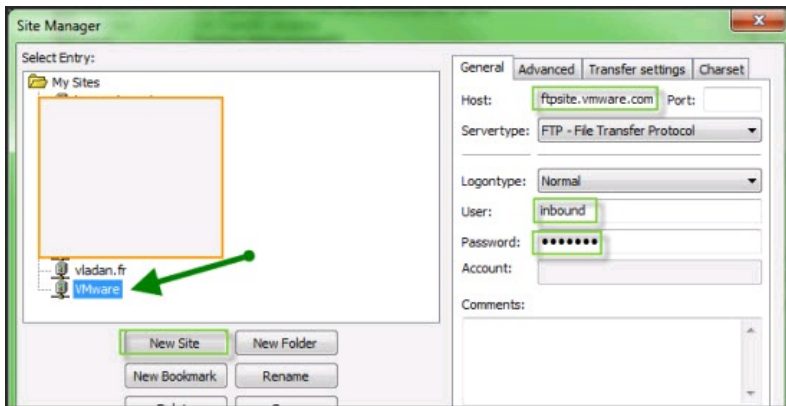
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login, you go and click the **Support History** link. (this suppose that you had formulated your suport request before). Then, select the appropriate support request, and on this screen you can **update your support request and upload the diagnostic data**.

Third way to upload the diagnostic data collected by the script to VMware is by using FTP server provided by VMware. Just use [Filezilla](#) or any other compatible FTP client. Configure your FTP client to connect to: **ftpsite.vmware.com**

Username : inbound

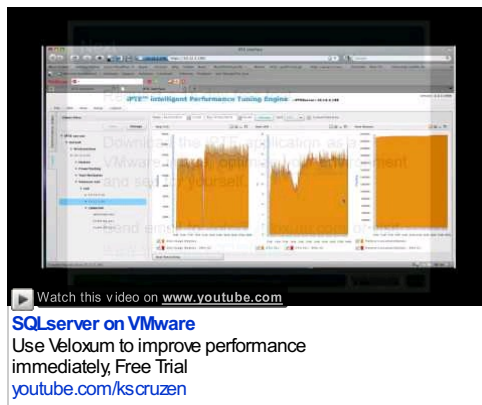
Password : inbound



Be sure to check the whole article on the Source: [VMwareKB 1011641](#).

, because there is an alternative way to collect the logs from vCenter Server too.... 😊

Also: In this VMware KB article you'll find all the informations where to go and collect logs from different VMware products. (there is a whole grid there).



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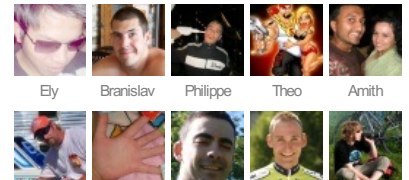
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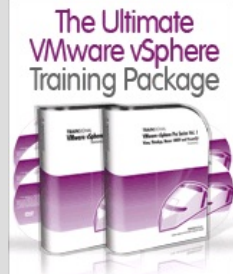
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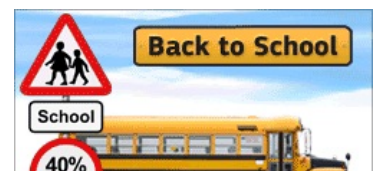
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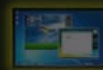
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