


## Logs to Collect if Refresh Upgrade Fails

<b>Problem Summary</b>	The user does not know what logs to collect if Refresh Upgrade fails.
<b>Error Message</b>	NA
<b>Possible Cause</b>	None
<b>Recommended Action</b>	<ul style="list-style-type: none"> <li>• Refresh Upgrade process logs are mainly spread across files install_log_&lt;timestamp&gt; and uccx-install.log. CLI command "<b>file view install &lt;logname&gt;</b>" can be run to search for any error messages.</li> <li>• When escalating issues back to the Cisco Support team, it is always better to send all install logs, which can be downloaded from the CLI, using the command "<b>file get install *</b>".</li> </ul> <p> <b>Note:</b> Use the CLI command "<b>file view install system history.log</b>" to show a chronological history of all install/ upgrade/switch events performed on the box.</p>
<b>Release</b>	Release 9.0(1)
<b>Associated CDETS #</b>	None