Cisco Remote Troubleshooter Application for APIC-EM Release Notes, Release 1.6.0.x

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Remote Troubleshooter for APIC-EM Release Notes

Overview

Cisco APIC-EM supports the Remote Troubleshooter application. This application is used to create a support tunnel that enables a Cisco support engineer to connect to a Cisco APIC-EM cluster and troubleshoot issues. The application uses outbound SSH to create a secure connection to the cluster through this support tunnel.

Prerequisites

Before using the Remote Troubleshooter application, perform the following tasks:

- Review the *Cisco Application Policy Infrastructure Controller Enterprise Module Troubleshooting Guide* for assistance in resolving any issues you may encounter with the Cisco APIC-EM controller.

- Contact Cisco support and work with a Cisco support engineer to resolve your issue and/or have a Cisco Technical Assistance Center (TAC) case open.

- Ensure that you have internet connectivity with at least one of the following ports enabled for outgoing SSH connections for the Remote Troubleshooter application: 22, 25, 53, 80, 443, or 4766.

Enabling the Remote Troubleshooter

Step 1 From the global toolbar, click either **admin** or the **Settings** icon (gear) at the top right corner of the controller screen.

Step 2 Click the **App Management** link from the drop-down menu.
The **Controller Management** page opens with the **Applications** tab selected by default.

Step 3 In the **Installed Applications** table, locate the **Technical Support Tunnel** application icon and click **Enabled** from the **Status** column.
The Remote Troubleshooter application then becomes enabled and its icon displays in the navigation pane.

What to Do Next

Proceed to configure and use the Remote Troubleshooter application to troubleshoot any issues with the Cisco APIC-EM. For information about configuring and using the Remote Troubleshooter application, see the *Cisco Remote Troubleshooter Application for APIC-EM User Guide*.

Limitations and Restrictions

The Cisco Remote Troubleshooter application has the following limitations and restrictions.

Note   Refer to the other Cisco APIC-EM application release notes or Cisco APIC-EM controller release notes for information about any other application or infrastructure-specific issues.

- For this specific release your upgrade may fail if the Cisco Remote Troubleshooter application is installed and enabled. As a workaround, perform the following tasks:

  1 Disable the Cisco Remote Troubleshooter application in the **App Management** window of the controller's GUI.

  2 Install the Cisco APIC-EM software upgrade.

  3 Return to the **App Management** window and enable the Cisco Remote Troubleshooter application.

Related Documentation

For documentation about the Cisco APIC-EM controller and its additional applications, see the following URL:

http://www.cisco.com/c/en/us/support/cloud-systems-management/one-enterprise-network-controller/tsd-products-support-series-home.html

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