CHAPTER 3

# Support and Troubleshooting Commands

This chapter contains detailed information about the command line interface (CLI) commands that you can use to provide troubleshooting support for the Broadband Access Center for Cable (BACC) device provisioning engine (DPE).

## Commands

This section describes those CLI commands that assist in supporting and troubleshooting the operation of the DPE. These CLI commands include:



## clear bundles

**Usage Guidelines**

This command clears any existing archived bundles on the DPE. These bundles are created using the **support bundles** commands and normally contain archived logs and archived state information of use to the Cisco TAC. You must ensure that all bundles are retrieved before using this command because the archived state is lost.

**Note** This command is used with both the hardware and Solaris DPEs.

**Syntax Description**

When entering the **clear bundles** command, you simply enter the command as indicated below:

```
dpe# clear bundles
```

Once the command is entered, a prompt appears to indicate that the bundles are being cleared and, when this is complete, the amount of memory that was clear (in bytes) is displayed.

**Examples**

This is an example of how to use the **clear bundles** command:

```
dpe# clear bundles
Clearing Cisco support bundles...
+ 90112 bytes cleared.
```

# host (host)

**Usage Guidelines**

The **host (host)** command looks up the IP address of a host using DNS. You can use this command to verify that the RDU's IP address can be successfully resolved. If a system domain name is specified, the host command will automatically attempt searching that domain as well when resolving host names.

**Note** This command is only used in conjunction with a hardware DPE.

**Syntax Description**

When entering the **host (host)** command, you must use this syntax:

```
host <host>
```

Where the <*host*> identifies the host to resolve through DNS.

**Examples**

This is an example of how to use the **host (host)** command:

```
dpe# host dpe.cisco.com
dpe.cisco.com has address 10.10.10.5
```

# host (IP)

**Usage Guidelines**

The **host (IP)** command looks up the host name for the specified IP address, and is used to verify that an IP address is correctly reverse-mapped in DNS. The IP address is reverse looked up on each of the configured name servers until the IP address is found.

**Note** This command is only used in conjunction with a hardware DPE.

**Syntax Description**

When entering the **host (IP)** command, you must use this syntax:

```
host <x.x.x.x>
```

Where the <*x.x.x.x*> identifies the IP address being pinged.

**Examples**

This is an example of how to use the **host (IP)** command:

```
dpe# host 10.10.10.5
5.10.10.10 in-addr.arpa domain name pointer dpe.cisco.com
```

# ping (host)

**Usage Guidelines**

The **ping (host)** command pings the specified host, using the host and domain name. Press **Enter** to stop the process. The **ping** command is useful in diagnosing network connectivity problems.

**Note** This command is only used in conjunction with a hardware DPE.

**Syntax Description**

When entering the **ping (host)** command, you must use this syntax:

```
ping <host>
```

Where the <*host*> identifies the host being pinged.

**Examples**

This is an example of how to use the **ping (host)** command:

```
dpe# ping dpe.cisco.com

% Press <enter> to stop.

PING dpe.cisco.com (10.10.10.5) from 10.10.20.20 : 56(84) bytes of data.

64 bytes from 10.10.20.5:                   icmp_seq=0 ttl=241 time=105.113 msec
64 bytes from 10.10.20.5:                   icmp_seq=1 ttl=241 time=99.947 msec
64 bytes from 10.10.20.5:                   icmp_seq=2 ttl=241 time=99.951 msec

Stopped.
```

# ping (IP)

**Usage Guidelines**

The **ping (IP)** command pings the specified host, using the hosts IP address. Press the **Enter** key to stop the process. Ping is useful in diagnosing network connectivity problems.

**Note** This command is only used in conjunction with a hardware DPE.

**Syntax Description**

When entering the **ping (IP)** command, you must use this syntax:

```
ping <x.x.x.x>
```

Where the <*x.x.x.x*> identifies the IP addesss of the host.

**Examples**

This is an example of how to use the **ping (IP)** command:

```
dpe# ping 10.10.20.5

% Press <enter> to stop.

PING dpe.cisco.com (10.10.10.5) from 10.10.20.20 : 56(84) bytes of data.

64 bytes from 10.10.20.5:                  icmp_seq=0 ttl=241 time=105.113 msec
64 bytes from 10.10.20.5:                  icmp_seq=1 ttl=241 time=99.947 msec
64 bytes from 10.10.20.5:                  icmp_seq=2 ttl=241 time=99.951 msec

64 bytes from 10.10.20.20:                 icmp_seq=0 ttl=241 time=101.005 msec
64 bytes from 10.10.20.20:                 icmp_seq=1 ttl=241 time=149.904 msec
64 bytes from 10.10.20.20:                 icmp_seq=2 ttl=241 time=119.886 msec

Stopped.
```

# show bundles

**Usage Guidelines**

This command shows all bundles currently available in the outgoing directory. These bundles are created using the **support bundle** commands and are accessible from the DPEs FTP server.

**Note** This command is used with both the hardware and Solaris DPEs.

**Syntax Description**

When entering the **show bundles** command, you simply enter the command as indicated below:

```
dpe# show bundles
```

Once the command is entered, results identify the bundles that are archived. However, if there are no bundles a prompt indicating that there are no bundles available is displayed.

**Examples**

This is an example of how to use the **show bundles** command:

**Example 1**

```
dpe# show bundles
/outgoing/state-20010817-113741.bpr
/outgoing/cache-20010817-113745.bpr
```

Results:

These results occur when there are bundles currently archived.

**Example 2**

```
dpe# show bundles
No bundles currently available.
```

Results:

These results occur when no bundles are currently archived.

# support bundle cache

**Usage Guidelines**

This command bundles the current DPE cache. This is useful when archiving the cache for delivery to Cisco TAC. Once created, the bundle is available from the FTP server's outgoing directory.

**Note** This command is used with both the hardware and Solaris DPEs.

**Syntax Description**

When entering the **support bundle cache** command, you simply enter the command as indicated below:

```
dpe# support bundle cache
```

Once the command is entered, a cache bundle is created for use by the TAC. The command displays the bundle specifics including the compressed size of the bundle file.

**Examples**

This is an example of how to use the **support bundle cache** command:

```
dpe# support bundle cache

Creating cache bundle for Cisco support...
+ /outgoing/cache-20010817-113745.bpr
+ Adding DPE cache...
+ Adding supporting files...
+ Compressing cache bundle...
+ Size: 4045 bytes, 409600 uncompressed
```

# support bundle state

**Usage Guidelines**

This command bundles the current DPE state. This is useful when archiving configuration and log files for the DPE for delivery to Cisco TAC. Once created, the bundle is available from the FTP server's outgoing directory.

**Note** When sending information to the Cisco TAC, you should send the DPE bundle obtained with this command, and the state bundle obtained at the RDU. That state bundle is generated by running the bundleState.sh command from the <BACC_HOME>/rdu/bin directory.

This command is used with both the hardware and Solaris DPEs.

**Syntax Description**

When entering the **support bundle state** command, you simply enter the command as indicated below:

```
dpe# support bundle state
```

Once the command is entered, the current state of the DPE is bundled together, the bundle file compressed, and identified for TAC use.

**Examples**

This is an example of how to use the **support bundle state** command:

```
dpe# support bundle state

Creating state bundle for Cisco support...
+ /outgoing/state-<date>-<time>.bpr
+ Adding a process listing to the support bundle...
+ Adding a network connection listing to the support bundle...
+ Adding and compressing files for support bundle...
+ Size: 1205782 bytes
```

**Note** A script <BACC_HOME>/rdu/bin/bundlestate is available on the RDU. This script, is used to bundle the RDU system state, including logs, when sending information to the TAC.

# support daemon ftp enabled

**Usage Guidelines**

This command is used to enable or disable FTP service on a hardware DPE. The FTP service is needed to upload upgrade bundles and to download support bundles. You can disable and enable it for short periods of time to perform these tasks.

**Note** This command is only used in conjunction with a hardware DPE

**Syntax Description**

When entering the **support daemon ftp enabled** command, you must use this syntax:

```
support daemon ftp enabled <true/false>
```

Where:

- *<true>*—enables FTP service on a hardware DPE
- *<false>*—disables FTP service on a hardware DPE

When this command is used, you must follow it by running the **dpe reload** command to make the changes take effect. See the "reload" section on page 2-15 for additional information.

**Examples**

This is an example of how to use the **support daemon ftp enabled** command:

```
dpe# support daemon ftp enable true
%OK (Requires appliance restart "> reload")
```

# support daemon telnet enabled

**Usage Guidelines**

This command is used to enable or disable the Telnet protocol on a hardware DPE. Since Telnet is a relatively insecure protocol, the system can be made slightly more secure by disabling Telnet; you can still access the system from the console mode.

**Note** This command is only used in conjunction with a hardware DPE.

**Syntax Description**

When entering the **support daemon telnet enabled** command, you must use this syntax:

```
support daemon telnet enabled <true/false>
```

Where:

- *<true>*—enables the DPEs Telnet interface
- *<false>*—disables the DPEs Telnet interface

When this command is used, you must follow it by running the **dpe reload** command to make the changes take effect. See the "reload" section on page 2-15 for additional information.

**Examples**

This is an example of how to use the **support daemon telnet enabled** command:

```
dpe# support daemon telnet enable true
%OK (Requires appliance restart "> reload")
```

# traceroute (host)

**Usage Guidelines**

This command identifies the route to a specified host including each hop between the DPE and the destination host. This command is useful when verifying communication and determining if gateways and routes are correctly configured.

**Note** This command is only used in conjunction with a hardware DPE.

**Syntax Description**

When entering the **traceroute (host)** command, you must use this syntax:

```
traceroute <host>
```

Where the <*host*> identifies the host.

**Examples**

This is an example of how to use the **traceroute (host)** command:

```
dpe# traceroute BACC_host.cisco.com
Press <enter> to stop.
traceroute to BACC_host.cisco.com (10.10.10.5), 30 hops max, 38 byte packets
1 10.10.10.5 0.454 ms 0.239 ms 0.230 ms
Stopped.
```

# traceroute (IP)

**Usage Guidelines**

This command identifies the route to a specified host including each hop between the DPE and the destination host. This command is useful when verifying communication and determining if gateways and routes are correctly configured.

**Note** This command is only used in conjunction with a hardware DPE.

**Syntax Description**

When entering the **traceroute (IP)** command, you must use this syntax:

```
traceroute <x.x.x.x>
```

Where the <*x.x.x.x*> identifies the IP address of the host.

**Examples**

This is an example of how to use the **traceroute (IP)** command:

```
dpe# traceroute 10.10.10.5
Press <enter> to stop.
traceroute to 10.10.10.5 (10.10.10.5), 30 hops max, 38 byte packets
1 10.10.10.5 0.454 ms 0.239 ms 0.230 ms
Stopped.
```