

# Understand Support Assistant Extension for Catalyst Center

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## Introduction

This document describes the Cisco Catalyst Center Support Assistant (CSA) Extension, the features available, the versions supported, and their use.

## Background Information

The article provides a detailed step by step guide to using the new features, opening a Cisco Support case from the UI, uploading files directly from the Catalyst Center UI, recording the screen activities (both audio and video) and capturing and uploading the HAR files. Cisco customers can get support closer to their Cisco products and portals instantly.

## Download and Install the Extension in Chrome

Cisco Support Assistant (CSA) Extension is the first Cisco Secure Development Lifecycle (CSDL) approved extension publicly available in the Chrome store. CSA Extension (CSAE) aims to bring Cisco Support

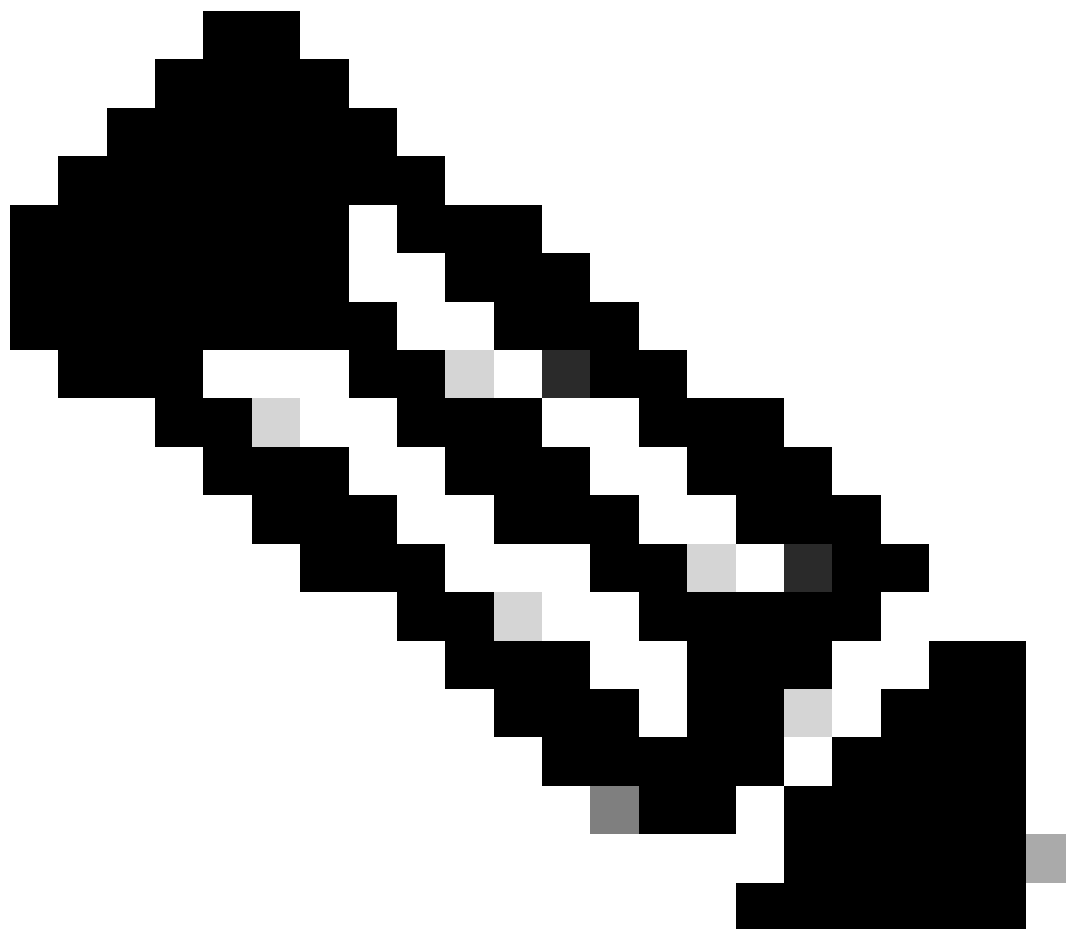
closer to the Cisco product and portals and extend Cisco Technical Assistance Center (TAC) Intellectual Capital directly inside the Cisco product portals to create a frictionless self-support experience for our customers. More details on downloading and installing the extension are available in the link [Cisco Support Assistant Extension - Getting Started](#).

Chrome store Download [link](#).

## Supported Versions for Catalyst Center Extension

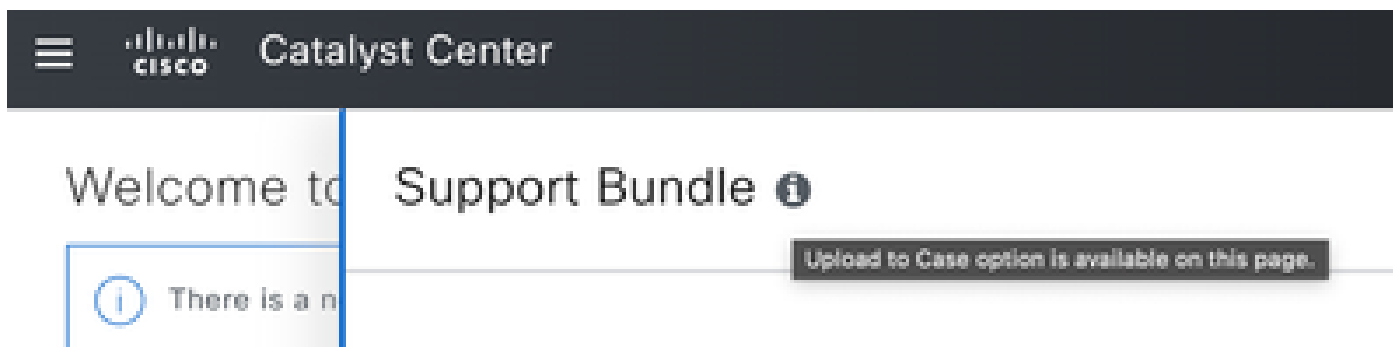
The extension has been optimized for the versions 2.3.5.5, 2.3.5.6, 2.3.7.5, 2.3.7.6 and 2.3.7.7. With the other Catalyst Center versions, the extension works on a best effort basis. It is supported on the Chrome and Edge browser only.

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**Note:** If an element is injected in a page by CSAE, the title includes an info button indicating the injected element.

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For the UI elements injected into the UI by CSAE, this message shows up when hovered over:



## Enable the Catalyst Center Extension

**Step 1.** Once the extension is installed, Chrome detects the Catalyst Center automatically and this pop-up appears. Clicking this activates the Chrome extension for the Catalyst Center:



If your Catalyst Center is not detected, kindly follow the instructions in [Cisco Support Assistant Extension - Getting Started](#) to enable the extension. The extension can be easily disabled at any time in the extensions pop up menu or in the extensions page - [Chrome Extensions Homepage](#).

**Step 2.** When you click the **Activate Cisco Support Assistant Extension** pop-up (image) or the **Sign in** button on the extension pop-up (image), a seamless login process initiates. By integrating with Duo Single Sign-On (SSO), the extension offers you a secure and efficient way to access your account without the need for multiple login credentials:



# Cisco Support Assistant Extension

Enable CX Insights

[Sign In](#)

Discover [Supported Products](#).



**Step 3.** Once signed in successfully, the extension is ready to be used and **Enabled on this URL** shows up on the extension pop-up window:



# Cisco Support Assistant Extension

Welcome back



Enabled on this URL



Open Cisco  
Support Case



Record Screen



Upload Files to  
Case



Collect HAR Logs

The CSA Extension can be disabled for a URL by clicking the power on button in the center of the pop-up and can be enabled again by clicking the same button again:



# Cisco Support Assistant Extension

Welcome back



Disabling extension features on this URL won't log you out or impact other portals.



Open Cisco Support Case



Record Screen



Upload Files to Case



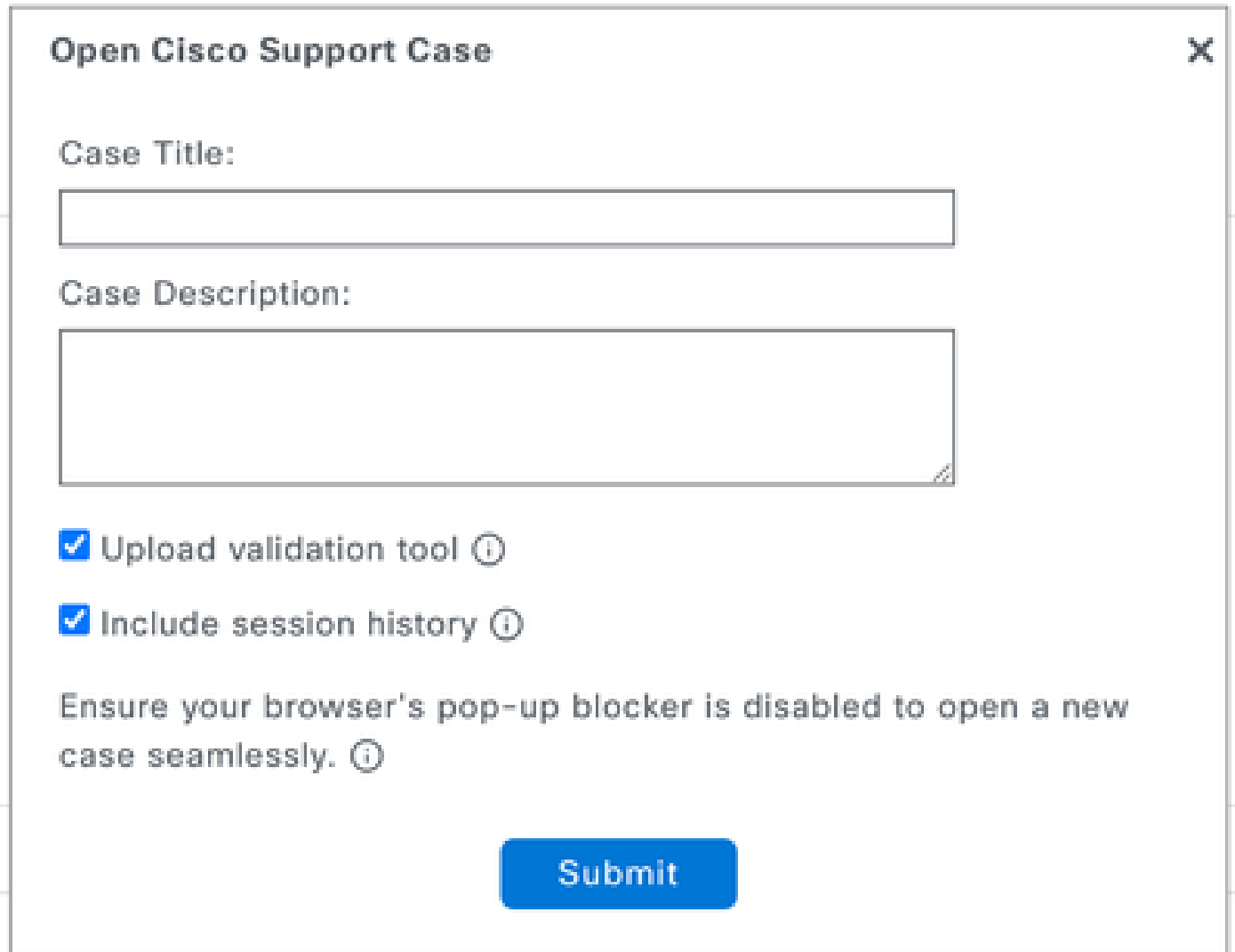
Collect HAR Logs

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: Additional data from the Catalyst Center is automatically added to the Cisco Support case, which includes the serial number, member-id and the software version. Ensure that the pop-up blocker is disabled to ensure the new case is created seamlessly.

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2.3.5.x and earlier:



The screenshot shows a dialog box titled "Open Cisco Support Case" with a close button (X) in the top right corner. Inside the dialog, there are two input fields: "Case Title:" followed by a single-line text box, and "Case Description:" followed by a larger multi-line text box. Below these fields are two checked checkboxes: "Upload validation tool ⓘ" and "Include session history ⓘ". At the bottom, there is a line of text: "Ensure your browser's pop-up blocker is disabled to open a new case seamlessly. ⓘ". A blue "Submit" button is located at the bottom center of the dialog.

2.3.7.6 and beyond:



### Open Cisco Support Case

Case Title:

Case Description:

☐ Upload validation tool ⓘ

☐ Upload RCA bundle ⓘ

☒ Include session history ⓘ

Ensure your browser's pop-up blocker is disabled to open a new case seamlessly. ⓘ

Submit

If **Upload RCA bundle** is selected, the user is provided an option to select an existing bundle or generate a new RCA bundle which can take up to 90 minutes:

### Upload RCA Bundle

You can upload an existing RCA bundle or start a new one, which takes 60-90 minutes to collect.

Upload existing bundle

Run RCA now

**Step 3.** A new tab is opened redirecting to the Cisco Support Manager to complete the case creation process:

## Open Cisco Support Case



You will be redirected to SCM for new case creation.

### Use Case 2: Record Screen

**Step 1.** Using this feature, the steps to reproduce an issue can be captured along with audio. Also, this feature is useful to record a message for the TAC engineer. By clicking **Record Screen** from the extension pop-up (highlighted in the image below), a video recording of a chosen screen or only a chosen tab can be recorded as a video along with audio and uploaded to the Cisco Support case:



# Cisco Support Assistant Extension

Welcome back



Click to start screen recording.

Enabled



Open Cisco Support Case



Record Screen

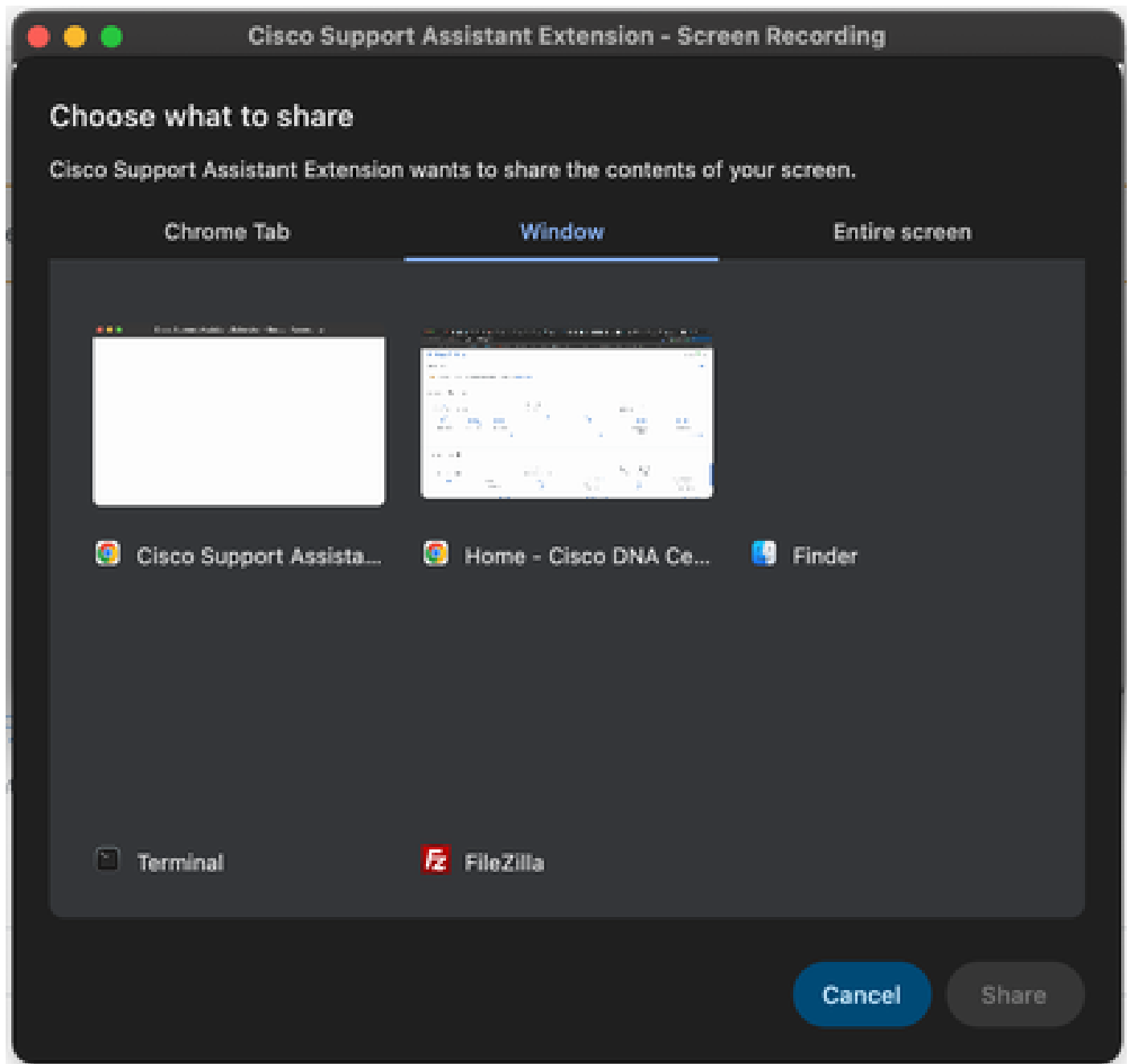


Upload Files to Case



Collect HAR Logs

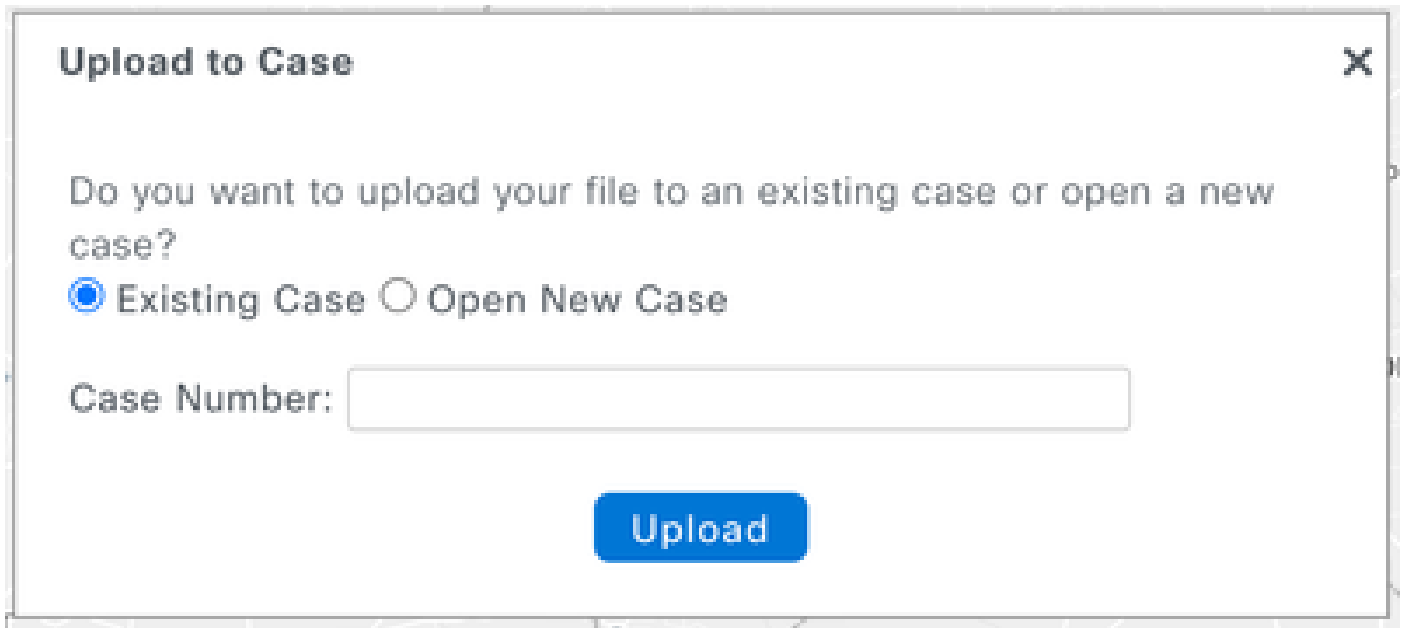
Choose whether you want to record a tab or a window or select a particular an entire screen in the next new pop-up:



**Step 4.** The video is now being recorded along with the audio. A bar is present at the top of the tab with an option to stop the recording:



**Step 5.** As soon as the recording stops, a new pop-up opens up with the option to either upload the recorded file to an existing Cisco Support case or to a new one:

A screenshot of a web application dialog box titled "Upload to Case" with a close button (X) in the top right corner. The dialog contains a question: "Do you want to upload your file to an existing case or open a new case?". Below the question are two radio button options: "Existing Case" (which is selected) and "Open New Case". Underneath these options is a text input field labeled "Case Number:". At the bottom center of the dialog is a blue button labeled "Upload".

**Upload to Case** ✕

Do you want to upload your file to an existing case or open a new case?

☒ Existing Case ☐ Open New Case

Case Number:

**Upload**

### Use Case 3: Collecting HAR Logs

**Step 1.** Collecting HAR logs is required to troubleshoot UI related issues. The HAR logs are captured by clicking **Collect HAR Logs** from the extension pop-up as highlighted in the image below:



# Cisco Support Assistant Extension

Welcome back



Enabled on this URL



Open Cisco  
Support Case



Record Screen

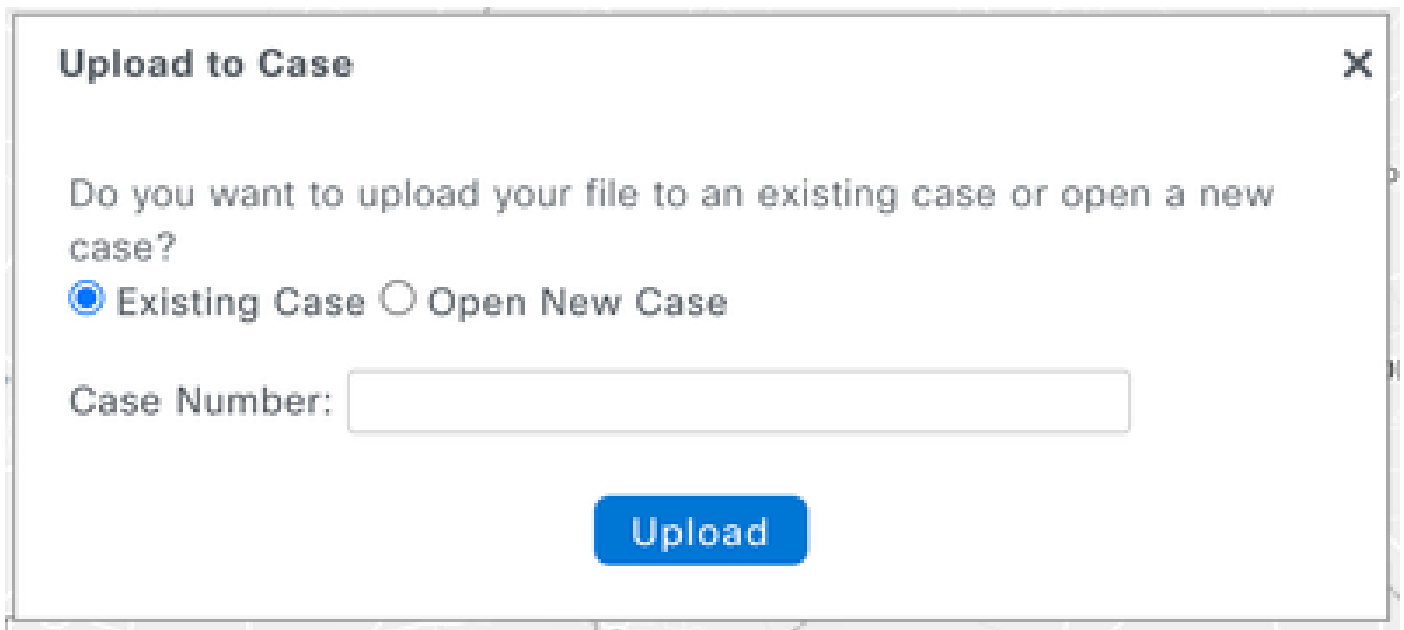


Upload Files to  
Case



Collect HAR Logs

As soon as the collection stops, a new pop-up opens up with the option to either upload the HAR file to an existing Cisco Support case or to a new one.

A screenshot of a web-based dialog box titled "Upload to Case" with a close button (X) in the top right corner. The dialog contains the text "Do you want to upload your file to an existing case or open a new case?". Below this text are two radio button options: "Existing Case" (which is selected) and "Open New Case". Underneath the radio buttons is a text input field labeled "Case Number:". At the bottom center of the dialog is a blue button with the text "Upload".

**Upload to Case** X

Do you want to upload your file to an existing case or open a new case?

☒ Existing Case ☐ Open New Case

Case Number:

**Upload**

#### **Use Case 4: Uploading Troubleshooting Data to a Support Case (Existing files)**

Any file on your computer can now be uploaded directly to a support case from the CSA Extension, either to an existing support case or a new support case can be created with the file. This can be achieved by a simple click of the button **Upload files to Case** from the extension pop-up as shown in the image below. There is a limit of uploading only one file at a time and the size of this file cannot exceed 5GB:



# Cisco Support Assistant Extension

Welcome back



Enabled on this URL



Open Cisco  
Support Case



Record Screen



Upload Files to  
Case



Collect HAR Logs



An automated workflow is triggered by clicking the button 'Enable RADKit' as shown in the image below. The workflow would create a new authorization for a TAC engineer (existing Support Case owner) to access the Catalyst Center via RADKit. By default, access to the Catalyst Center UI, Catalyst Center CLI and all the devices is enabled. The service number are shared with the TAC engineer and added to the case notes. Please note that, the authorization is enabled for 24 hours and a Read-Only access is provided.



# Cisco Support Assistant Extension

Welcome back



Enabled on this URL



Open Cisco  
Support Case



Record Screen

Enable RADKit(<https://radkit.cisco.com/>)  
access on your existing Cisco TAC  
Service Request

The CSAE builds out a new authorization by going through the various steps in the UI and the changes being made are visible. Finally, the authorization is created and here is a sample of an authorization created by the CSAE:

rrahul@cisco.com

Support ID

pwsb-9

Cisco Specialist Email Address

rrahul@cisco.com

Access Role

OBSERVER-ROLE

Case Number(s)

697

Date

25 Feb 2025, 12:22 pm GMT+5:30

Duration

24 hours

Description

CSA Request Radkit SN

Access Permission

All SSH-enabled network devices managed by Cisco DNA Center,  
All Cisco DNA Center nodes (including witness, if disaster recovery is enabled)

## Use Case 6: Upload Troubleshooting Data to a Support Case (New Buttons Injected into the UI)

### Steps to Upload to Support Case

Relevant troubleshooting logs can now be uploaded directly from the Catalyst Center to the Cisco Support Case. At multiple pages, the **Upload to Case** button has been injected to ensure the required troubleshooting files of different types are pushed to the case hassle free.

**Step 1.** When clicking **Upload to Case**, this pop-up shows up requesting whether the file needs to be uploaded to an existing case or to open a new case with the files attached:

Upload to Case

X

Do you want to upload your file to an existing case or open a new case?

☒ Existing Case ☐ Open New Case

Case Number:

Upload

**Step 2.** On choosing **Existing Case**, the files are uploaded to an existing Support case as an attachment. These screenshots highlight the file upload process including the validation:

Upload to Case

X

Preparing file(s)...

Upload to Case

X

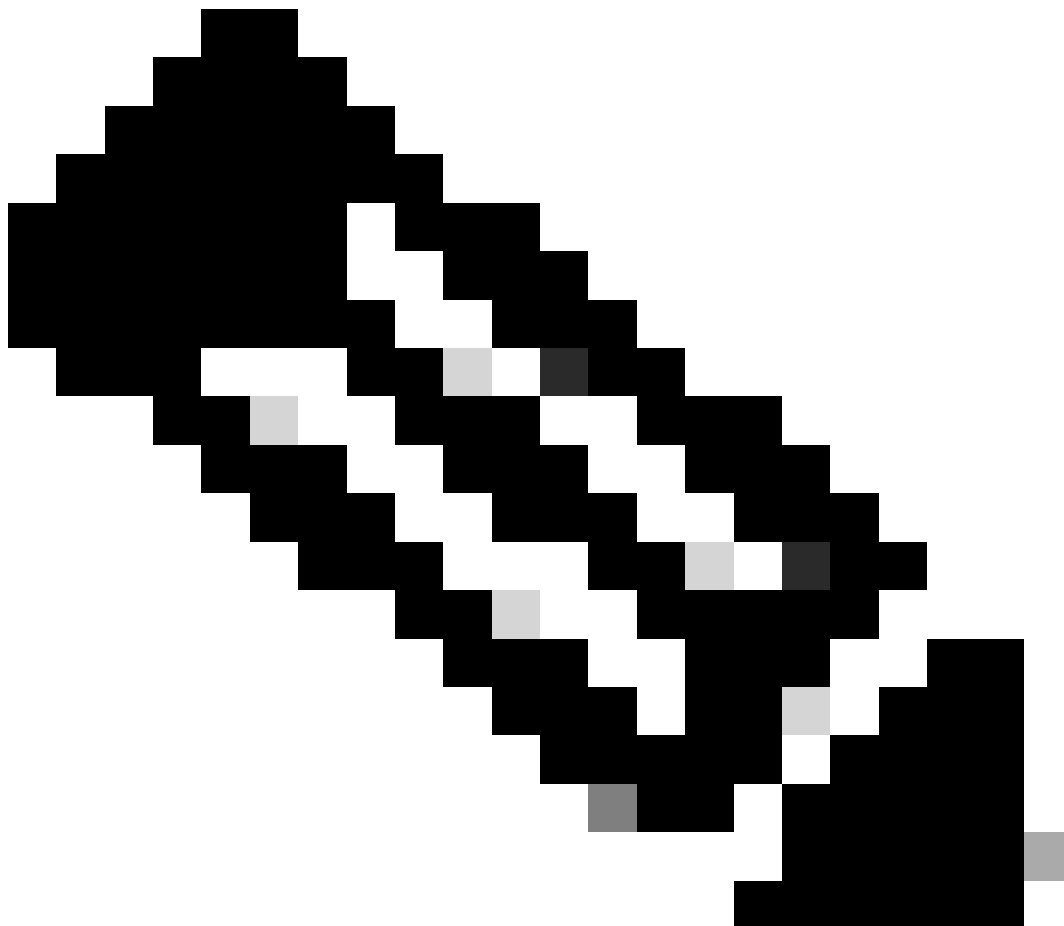
CSAE\_SystemRun--2024-08-20.tar.gz

Uploaded 8%4194304 / 52160071 bytes

## Upload to Case



File uploaded successfully.



**Note:** The case number is validated prior to the upload, if a wrong case number is chosen or if the case is in a closed state, this error pops up. Also, closing the pop-up during the file upload stops the upload process.

### Upload to Case

Do you want to upload your file to an existing case or open a new case?

☒ Existing Case ☐ Open New Case

Case Number:

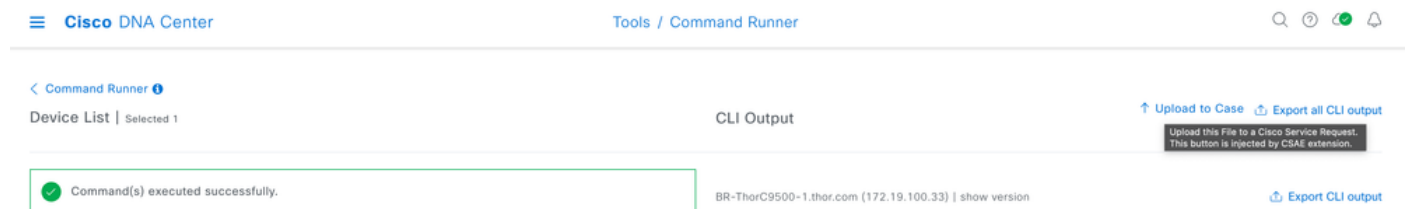
Error while uploading to the case: InvalidCaseNumber

Upload

The **Upload to Case** button has been enabled at these points in the Catalyst Center.

## Command Runner

The command runner provides the option to capture commands from the devices managed by the Catalyst Center. The captured outputs from all the devices can now be uploaded directly to the case by clicking **Upload to Case** in the top right corner:



The direct link to access the command runner tool is [https://<CatC\\_IP\\_Address>/dna/tools/command-runner](https://<CatC_IP_Address>/dna/tools/command-runner).

## Reports

Reports that are ready for download can now be uploaded directly to the case, by clicking the **Upload to Case** button next to the available report.

Cisco DNA Center
Reports

Generated Reports
Report Templates
Usage Insights

Focus: Select
Last Updated: 11:30 AM
Refresh

Search Table

Report Name	Schedule	Last Run	Reports	Format	Template Category	Report Template	Actions
Inventory Report - All Data - Aug 20 2024 at 13:50	One-Time on Aug 20, 2024 at 1:51 pm	<div> Aug 20, 2024 at 1:51 pm 891.6 B </div> <div> Upload to Case </div>	1	CSV	Inventory	All Data	...
Access Point Report - AP - Aug 07 2024 at 12:18	One-Time on Aug 7, 2024 at 12:19 pm	<div>Expired</div> <div> Upload this File to a Cisco Service Request. This button is injected by CSA extension. </div>	0	CSV	AP	AP	...

Validation Tool

Validation tool performs multiple health, scale and upgrade readiness checks. A set of checks are selected and executed on demand. The output for these checks is a PDF file listing all the executed checks and the results of these checks. The PDF file can now be uploaded directly to a Support case by clicking the **Upload to Case** button:

Cisco DNA Center

System Health / Validation Tool

Validation Runs (2)

Search Table

Add Delete 0 Selected

<input type="checkbox"/>	Name	Description
<input type="checkbox"/>	now	
<input type="checkbox"/>	tests	

2 Records

Validation Run Details

Name: now
Description:
Status: Warning

Result

APPLIANCE INFRASTRUCTURE STATUS

All Information Warning Critical In Progress

Search Table

Validation	Status	Duration	Message
System software update mode (online/offline)	Information	91 ms	System software update mode is online (Cisco Connected DNA Cloud)
Cluster - member identifier	Information	6 ms	Cisco DNA Center member identifier is 6656c72567636c16eecb87f

Upload to Case Export Copy

Upload this File to a Cisco Service Request.  
This button is injected by CSAE extension.

System Analyzer

The System Analyzer tool generates a tar file of logs required for troubleshooting a specific feature of the Catalyst Center. The tar file can now be uploaded directly to a Support case by clicking the **Upload to Case** button:

**Cisco DNA Center**

System Health / System Analyzer

### System Analyzer Runs (2)

Search Table

[Add](#) [Delete](#) 0 Selected

Name	Description
<input type="checkbox"/> SystemRun	Ssytem test
<input type="checkbox"/> Test	Test

2 Records

---

### System Analysis Details

Name: SystemRun  
 Description: Ssytem test cses  
 Notes:  
 Type: System  
 Overall Status: ✔ Success  
 Start Time: Aug 20, 2024 2:25:06 PM  
 Duration: 9 mins 33 secs  
 File Size: 49.74 MB

Event Details:

[Upload to Case](#) [Download](#)

[All](#) ✔ Success ⚠ Warning ✖ Error 🔄 In Progress

Search Table

Event	Status	Duration	Message
> SystemRun log collection	<span style="color: green;">✔</span>	7 mins 6 secs	Log Collection Task Executed Successfully

## Network Reasoner - Wireless AP Data Collection

The Wireless AP Data Collection is one of the multiple workflows in the network reasoner or MRE. This workflow collects data required to troubleshoot wireless AP issues in the network. There are multiple files collected and each file can be uploaded one by one directly to a Support case using the **Upload to Case** button present next to each file.

**Cisco DNA Center** Tools / Network Reasoner / Wireless AP Data Collection

### Wireless AP Data Collection

Root Cause Analysis Last Run By User: Aug 21, 2024 10:28 AM [Run Again](#)

Reasoning Activity **Conclusions (1)**

Download the troubleshooting files here:

- [Thor\\_9800.thor.com-34ed.1bc0.06c1-1724216288490.log](#) [↑ Upload to Case](#)
- [Thor\\_9800.thor.com-34ed.1bc0.06c0-1724216288490.log](#) [↑ Upload to Case](#)
- [Workflow Parameters](#) [↑ Upload to Case](#)

[View Relevant Activities](#)

Was this automated root cause analysis helpful? [👍](#) [👎](#)

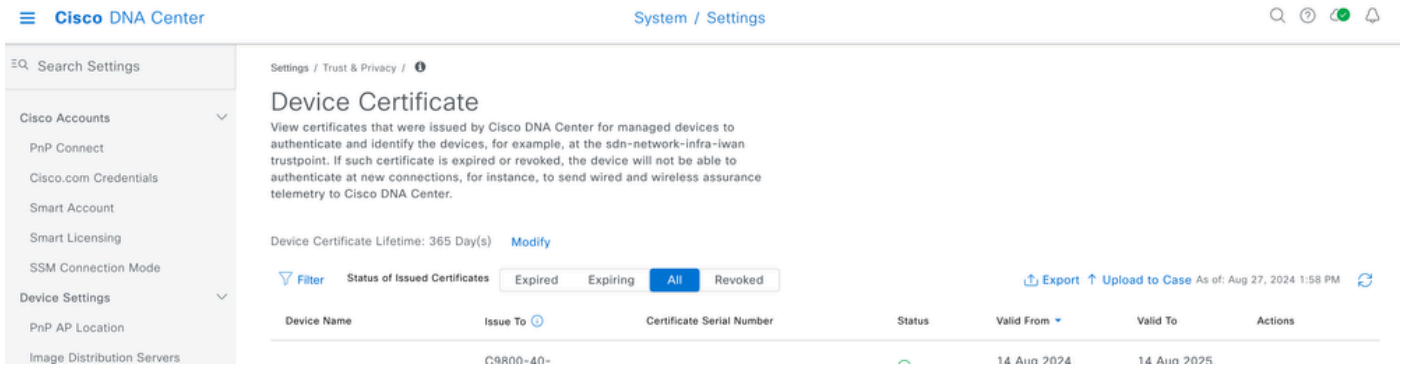
## Network Reasoner - Wireless Client Data Collection

The Wireless Client Data Collection is one of the multiple workflows in the network reasoner or MRE. This workflow collects data required to troubleshoot wireless client issues in the network. There are multiple files collected and these files can be uploaded directly to a Support case using the **Upload to Case** button.

## Device Certificates

The device certificates can be downloaded from the settings page. These certificates can be uploaded directly to a Support case using the **Upload to Case** button.

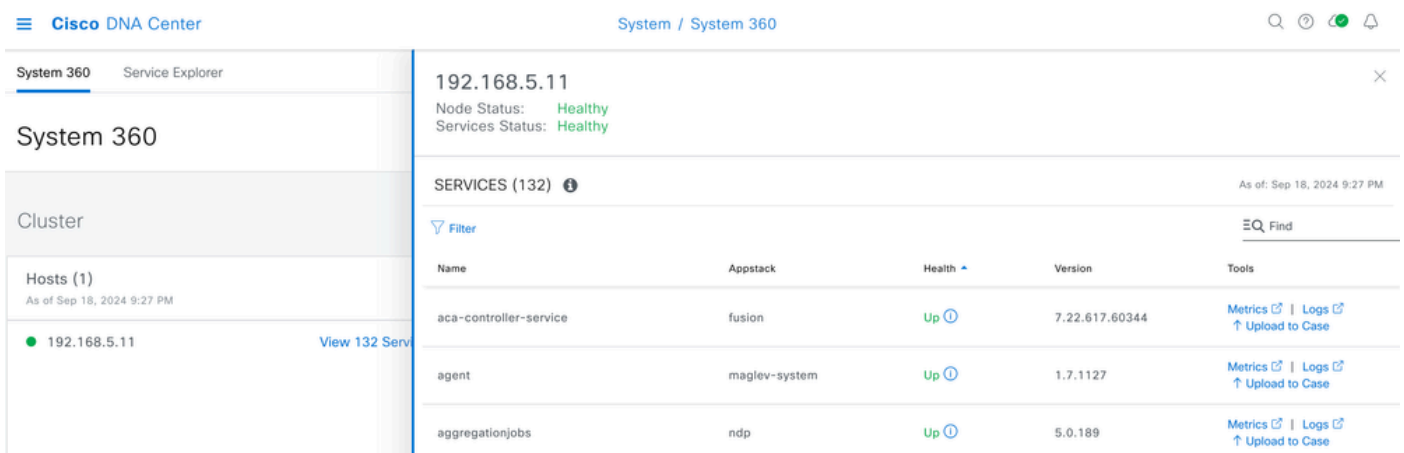




## Service Logs

The logs for the various Kubernetes Services can now be uploaded directly to a Support case using the **Upload to Case** button. The button is available at two different points on the Catalyst Center.

The System 360 can be reached via the hamburger menu or via the link below. Click **View <x> Services** to open a new pop-up with the list of the Services. The Services health, metrics, logs and the new **Upload to Case** button are now visible.



<https://<CatC IP Address>//dna/systemSettings/system360/system360>

The System 360 can be reached via the hamburger menu or via the link below. Click **View <x> Services** to open a new pop-up with the list of the Services. Click the **Logs** link against any Service to open the Service logs in Kibana. The new **Upload to Case** button is added to this Kibana page.



<https://<CatC IP Address>//dna/systemSettings/system360/system360>

## Support Bundle from UI (New Feature from 2.3.7.6)

Support Bundles generated from the UI can now be uploaded to the Support case directly by clicking the upward facing arrow in the Actions column, next to the file:

Catalyst Center

Support Bundle

Support Bundles (1)

Create Support BundleContact Support

Search for a Name, Description and Category

As of: Dec 2, 2024 10:20 AM

Name	Description	Category	Status	User	Start Time	Duration	File Size	Actions
RCA	RCA	rca_support_bundle		admin	Dec 1, 2024 8:55 PM	1 hr 37 mins 4 secs	1.1 GB	<div>Upload this File to a Cisco Service Request. This button is injected by CSA extension.</div>

# Support/Feedback

Please reach out to [csae\\_support@cisco.com](mailto:csae_support@cisco.com) for any queries or concerns.