

# Troubleshoot PoE on Cisco C9350 Series Smart Switches

## Introduction

This document describes how to collect and capture outputs and logs to troubleshoot Power over Ethernet (PoE) on Cisco C9350 Series Smart Switches.

## PoE Feature Overview on C9350

### C9350 PoE SKUs

C9350 Products	Number of PoE ports	Max PoE wattage per port
C9350-48HX	48	90
C9350-48U	48	60
C9350-24U	24	60
C9350-48P	48	30
C9350-24P	24	30

### What is new in C9350 PoE

- Supports up to 90W on all ports in C9350-HX units (Previously it was only on 32 ports in C9300X/H, due to power budget limitation).
- Three power supply slots (up from 2 in C9300). This increases the available PoE power budget that enables the C9350-48HX switches to provide up to 90W on all the 48 ports.
- True Institute of Electrical and Electronics Engineers (IEEE) BT compliant firmware

No AT mode to BT mode conversion and vice-versa. The same BT firmware operates in a 2-pair mode in 30W SKUs and 4-pair mode in 60W and 90W SKUs (upoe-plus command is deprecated).

- Unified Microcontroller Unit (MCU) image (MCU hardware bitstream, bootloader and software application bundled into one single binary).  
In Catalyst 9300 each of these images were separate and took 360 secs per image and upgrade would be in sequence.
- Upgrade from I2C to SPI interface on the MCU.  
This allows for a faster MCU software upgrade ~110 secs (previously it was ~360 secs per image on Catalyst 9300).  
SPI interface is faster than I2C and allows us to make future enhancements that can optimize the PoE feature overall.
- MCU UART interface.  
This allows us to get debug logs from the MCU (no need to rely on snapshot or custom register dumps with debug images).

## Enhanced serviceability features for troubleshooting/log collection on C9350

New serviceability features are implemented on C9350 for PoE troubleshooting that assists in root causing the issues from field more reliably and quickly.

### PoE controller register-data integrated into the "show tech-support" PoE CLI

```
show platform frontend-controller read-poe <poe_controller#> module <module#>
```

```
C9350-24U_SWITCH#show tech-support poe | redirect flash:show_tech_poe_27Jan2026.txt
C9350-24U_SWITCH#more flash:show_tech_poe_27Jan2026.txt | include --- show
----- show clock -----
----- show switch -----
----- show module -----
----- show version -----
----- show running-config -----
----- show env all -----
----- show power inline -----
----- show power inline police -----
----- show interface status -----
----- show platform software ilpower details -----
----- show stack-power budgeting -----
----- show stack-power detail -----
----- show controllers ethernet-controller phy detail -----
----- show controllers power inline -----
----- show cdp neighbors detail -----
----- show lldp neighbors detail -----
----- show interface -----
----- show log -----
----- show power inline priority -----
----- show post -----
----- show controllers power inline module 1 -----
```

```

----- show platform frontend-controller version 0 1 -----
----- show platform frontend-controller manager 0 1 -----
----- show platform frontend-controller subordinate 0 1 -----
----- show platform hardware fed switch 1 fwd-asic register read register-name pimdeviceid
----- show platform software trace message chassis-manager switch 1 R0 -----
----- show platform software trace message fed switch 1 -----
----- show platform software ilpower system 1 -----
----- show power inline Gi1/0/1 detail -----
----- show power inline Gi1/0/2 detail -----
----- show power inline Gi1/0/3 detail -----
----- show power inline Gi1/0/4 detail -----
----- show power inline Gi1/0/5 detail -----
----- show power inline Gi1/0/6 detail -----
----- show power inline Gi1/0/7 detail -----
----- show power inline Gi1/0/8 detail -----
----- show power inline Gi1/0/9 detail -----
----- show power inline Gi1/0/10 detail -----
----- show power inline Gi1/0/11 detail -----
----- show power inline Gi1/0/12 detail -----
----- show power inline Gi1/0/13 detail -----
----- show power inline Gi1/0/14 detail -----
----- show power inline Gi1/0/15 detail -----
----- show power inline Gi1/0/16 detail -----
----- show power inline Gi1/0/17 detail -----
----- show power inline Gi1/0/18 detail -----
----- show power inline Gi1/0/19 detail -----
----- show power inline Gi1/0/20 detail -----
----- show power inline Gi1/0/21 detail -----
----- show power inline Gi1/0/22 detail -----
----- show power inline Gi1/0/23 detail -----
----- show power inline Gi1/0/24 detail -----
----- show platform frontend-controller read-poe 1 module 1 -----
----- show platform frontend-controller read-poe 2 module 1 -----
----- show platform frontend-controller read-poe 3 module 1 -----
----- show platform frontend-controller read-poe 4 module 1 -----
----- show platform frontend-controller read-poe 5 module 1 -----
----- show platform frontend-controller read-poe 6 module 1 -----
----- show platform frontend-controller read-poe 7 module 1 -----
----- show platform frontend-controller read-poe 8 module 1 -----
----- show platform frontend-controller read-poe 9 module 1 -----
----- show platform frontend-controller read-poe 10 module 1 -----
----- show platform frontend-controller read-poe 11 module 1 -----
----- show platform frontend-controller read-poe 12 module 1 -----
C9350-24U_SWITCH#

```

## Single Port Logging

- This feature helps collect logs pertaining to one specific port.
- This feature is persistent through reloads until disabled explicitly via CLI.
- Log outputs are stored in chassis-manager btrace log files (cmand)
- The logging infrastructure can be excessive, ensure that the feature is disabled once debug log collection is complete. Failure to do so can result in cmand traces to be filled with PoE logs for that specific port after troubleshooting has completed.
- To enable single port logging:

```
Switch#set platform software ilpower switch <switch number> r0 logging <port number> level <basic|detail>
Switch#set platform software ilpower switch <switch number> r0 logging <port number> action <start|stop>
```

<< sample btrace log collection on a working PoE port >>

```
C9350-24U_SWITCH#sh runn int gi1/0/10
Building configuration...
```

```
Current configuration : 49 bytes
!
interface GigabitEthernet1/0/10
 shutdown
end
```

```
C9350-24U_SWITCH#
C9350-24U_SWITCH#show power inline gi1/0/10
Interface Admin Oper      Power Device      Class Max
          (Watts)
-----
Gi1/0/10 auto   off        0.0   n/a              n/a   60.0
C9350-24U_SWITCH#
```

```
C9350-24U_SWITCH#
C9350-24U_SWITCH#set platform software ilpower switch 1 r0 logging 10 level ?
  basic   Basic level logging
  detail  Detailed level logging
```

```
C9350-24U_SWITCH#
C9350-24U_SWITCH#set platform software ilpower switch 1 r0 logging 10 level detail
Inline power port level logging configured for port 10
C9350-24U_SWITCH#
```

```
C9350-24U_SWITCH#sh clock
*10:20:20.609 UTC Fri Jan 23 2026
C9350-24U_SWITCH#
```

```
C9350-24U_SWITCH#
C9350-24U_SWITCH#set platform software ilpower switch 1 r0 logging action start
Inline power port level logging enabled
C9350-24U_SWITCH#
```

```
C9350-24U_SWITCH#
C9350-24U_SWITCH#conf t
Enter configuration commands, one per line.  End with CNTL/Z.
C9350-24U_SWITCH(config)#int gi1/0/10
C9350-24U_SWITCH(config-if)#no sh
C9350-24U_SWITCH(config-if)#no shutdown
C9350-24U_SWITCH(config-if)#end
*Jan 23 10:20:53.297: %ILPOWER-5-DETECT: Interface Gi1/0/10: Power Device detected: IEEE PD
C9350-24U_SWITCH#
*Jan 23 10:20:53.297: %ILPOWER-6-SET_AVAILABLE_ILPOWER: Available POE budget for switch 1 is updated. N
*Jan 23 10:20:54.048: %SYS-5-CONFIG_I: Configured from console by console
*Jan 23 10:20:54.125: %LINK-3-UPDOWN: Interface GigabitEthernet1/0/10, changed state to down
*Jan 23 10:20:55.296: %ILPOWER-5-POWER_GRANTED: Interface Gi1/0/10: Power granted
C9350-24U_SWITCH#
C9350-24U_SWITCH#
*Jan 23 10:21:12.948: %LINK-3-UPDOWN: Interface GigabitEthernet1/0/10, changed state to up
*Jan 23 10:21:13.947: %LINEPROTO-5-UPDOWN: Line protocol on Interface GigabitEthernet1/0/10, changed st
C9350-24U_SWITCH#
C9350-24U_SWITCH#
```

\*Jan 23 10:21:24.299: %ILPOWER-5-PWRGOOD\_SPARE\_PAIR: Interface Gi1/0/10: spare pair power good  
\*Jan 23 10:21:24.615: %ILPOWER-6-SET\_AVAILABLE\_ILPOWER: Available POE budget for switch 1 is updated. N  
\*Jan 23 10:21:25.841: %ILPOWER-6-SET\_AVAILABLE\_ILPOWER: Available POE budget for switch 1 is updated. N

C9350-24U\_SWITCH#  
C9350-24U\_SWITCH#  
C9350-24U\_SWITCH#

C9350-24U\_SWITCH#show power inline gi1/0/10

Interface	Admin	Oper	Power (Watts)	Device	Class	Max
Gi1/0/10	auto	on	10.8	IP Phone 9951	4	60.0

C9350-24U\_SWITCH#  
C9350-24U\_SWITCH#

C9350-24U\_SWITCH#set platform software ilpower switch 1 r0 logging action stop

Inline power port level logging disabled

C9350-24U\_SWITCH#

C9350-24U\_SWITCH#  
C9350-24U\_SWITCH#

C9350-24U\_SWITCH#show logging process cmand

Logging display requested on 2026/01/23 10:22:32 (UTC) for Hostname: [C9350-24U\_SWITCH], Model: [C9350-

Displaying logs from the last 0 days, 0 hours, 10 minutes, 0 seconds  
executing cmd on chassis: 1; rp slot: 0; location: local ...  
Unified Decoder Library Init .. DONE  
Found 1 UTF Streams

2026/01/23 10:20:48.689503387 {cmand\_R0-0}{1}: [re\_poe] [5309]: (note): poe\_get\_pwr\_sense[POE\_GET\_POWER  
2026/01/23 10:20:48.689518893 {cmand\_R0-0}{1}: [re\_poe] [5309]: (note): poe\_get\_pwr\_sense[POE\_GET\_POWER  
2026/01/23 10:20:48.689538070 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): POWER\_SENSE\_CALLBACK #0 p  
2026/01/23 10:20:48.689551248 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): POWER\_SENSE\_CALLBACK #0 p  
2026/01/23 10:20:52.126411347 {cmand\_R0-0}{1}: [re\_poe] [5309]: (note): poe-logger Port: 10 poe\_detect[  
2026/01/23 10:20:52.126447840 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 poe\_l  
2026/01/23 10:20:52.126461454 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 P10(1  
2026/01/23 10:20:52.126470725 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 P10(1  
2026/01/23 10:20:52.126479263 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 ##Aut  
2026/01/23 10:20:52.126487198 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 ### C  
2026/01/23 10:20:52.126508214 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 Sendi  
2026/01/23 10:20:52.126518186 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 Sendi  
2026/01/23 10:20:52.131624642 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 got r  
2026/01/23 10:20:52.675581516 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 Port  
2026/01/23 10:20:52.675593817 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 AUTOD  
2026/01/23 10:20:52.675601825 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 set i  
2026/01/23 10:20:52.675612377 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 port  
2026/01/23 10:20:52.675628214 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 AUTOD  
2026/01/23 10:20:52.675635631 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 port  
2026/01/23 10:20:53.296919219 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 GetEv  
2026/01/23 10:20:53.296929611 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 P10(1  
2026/01/23 10:20:53.296941387 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 Signa  
2026/01/23 10:20:53.296957972 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 RE\_PO  
2026/01/23 10:20:53.298452740 {cmand\_R0-0}{1}: [re\_poe] [5309]: (note): poe-logger Port: 10 poe\_set\_icu  
2026/01/23 10:20:53.298471493 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 FROM\_  
2026/01/23 10:20:53.298480242 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 Port  
2026/01/23 10:20:53.298969050 {cmand\_R0-0}{1}: [re\_poe] [5309]: (note): poe-logger Port: 10 poe\_ieee\_pw  
2026/01/23 10:20:53.298982584 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 poe\_l  
2026/01/23 10:20:53.298992385 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 P10(1  
2026/01/23 10:20:53.299000345 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 P10(1  
2026/01/23 10:20:53.299008271 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 P10(1  
2026/01/23 10:20:53.299017875 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 IEE\_P  
2026/01/23 10:20:53.299025406 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 Port  
2026/01/23 10:20:53.299125162 {cmand\_R0-0}{1}: [re\_poe] [5309]: (note): poe-logger Port: 10 poe\_pwr\_po

2026/01/23 10:20:53.299170516 {cmand\_R0-0}{1}: [re\_poe] [5309]: (note): poe-logger Port: 10 poe\_set\_icu  
2026/01/23 10:20:53.299205659 {cmand\_R0-0}{1}: [re\_poe] [5309]: (note): poe-logger Port: 10 poe\_pwr\_po1  
2026/01/23 10:20:53.299244221 {cmand\_R0-0}{1}: [re\_poe] [5309]: (note): poe-logger Port: 10 poe\_set\_icu  
2026/01/23 10:20:53.299277286 {cmand\_R0-0}{1}: [re\_poe] [5309]: (note): poe-logger Port: 10 poe\_pwr\_po1  
2026/01/23 10:20:53.299314212 {cmand\_R0-0}{1}: [re\_poe] [5309]: (note): poe-logger Port: 10 poe\_set\_icu  
2026/01/23 10:20:53.301891274 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 P10(1  
2026/01/23 10:20:53.301901034 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 Sendi  
2026/01/23 10:20:53.305323953 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 gotr  
2026/01/23 10:20:53.305347756 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 set  
2026/01/23 10:20:53.305356903 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 FROM  
2026/01/23 10:20:53.305370040 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 Port  
2026/01/23 10:20:53.305378512 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 set  
2026/01/23 10:20:53.305386913 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 FROM  
2026/01/23 10:20:53.305394249 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 Port  
2026/01/23 10:20:53.305406255 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 set  
2026/01/23 10:20:53.305414696 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 FROM  
2026/01/23 10:20:53.305422332 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 Port  
2026/01/23 10:20:53.950355766 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 Port  
2026/01/23 10:20:53.950367359 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 state  
2026/01/23 10:20:53.950375549 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 AUTOD  
2026/01/23 10:20:53.950383251 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 set i  
2026/01/23 10:20:53.950393459 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 port  
2026/01/23 10:20:54.487897374 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 Port  
2026/01/23 10:20:54.487908264 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 state  
2026/01/23 10:20:54.487916551 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 AUTOD  
2026/01/23 10:20:54.487924497 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 set i  
2026/01/23 10:20:54.487933966 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 port  
2026/01/23 10:20:54.925917874 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 Got P  
2026/01/23 10:20:54.928723879 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 Setti  
2026/01/23 10:20:54.928734395 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SSPD:  
2026/01/23 10:20:54.931603151 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SSPD:  
2026/01/23 10:20:54.934410290 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 P10(1  
2026/01/23 10:20:55.296578019 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 Signa  
2026/01/23 10:20:55.296595839 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 RE\_PO  
2026/01/23 10:20:56.620237271 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:20:57.040914750 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:20:57.463796249 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:20:57.886470191 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:20:58.309246877 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:20:58.689977359 {cmand\_R0-0}{1}: [re\_poe] [5309]: (note): poe\_get\_pwr\_sense[POE\_GET\_POWER  
2026/01/23 10:20:58.689992754 {cmand\_R0-0}{1}: [re\_poe] [5309]: (note): poe\_get\_pwr\_sense[POE\_GET\_POWER  
2026/01/23 10:20:58.690011267 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): POWER\_SENSE\_CALLBACK #0 p  
2026/01/23 10:20:58.690022359 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 port  
2026/01/23 10:20:58.690047165 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): POWER\_SENSE\_CALLBACK #0 p  
2026/01/23 10:20:58.732273956 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:20:59.153644777 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:20:59.576018028 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:20:59.998579904 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:00.421013727 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:00.842362071 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:01.263014284 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:01.685124698 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:02.108248559 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:02.530359554 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:02.952535591 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:03.374300339 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:03.795328274 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
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2026/01/23 10:21:29.641841843 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 set  
2026/01/23 10:21:29.641852868 {cmand\_R0-0}{1}: [re\_poe] [5309]: (note): poe-logger Port: 10 poe\_set\_icu  
2026/01/23 10:21:29.641854033 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 poli  
2026/01/23 10:21:29.641866077 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 poli  
2026/01/23 10:21:29.641879531 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 FROM\_  
2026/01/23 10:21:29.641880360 {cmand\_R0-0}{1}: [re\_poe] [5309]: (note): poe-logger Port: 10 poe\_pwr\_po  
2026/01/23 10:21:29.641891955 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 set  
2026/01/23 10:21:29.641901014 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 poli  
2026/01/23 10:21:29.641907892 {cmand\_R0-0}{1}: [re\_poe] [5309]: (note): poe-logger Port: 10 poe\_set\_icu  
2026/01/23 10:21:29.641910851 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 poli  
2026/01/23 10:21:29.641921879 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 FROM\_  
2026/01/23 10:21:29.741997805 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:29.742007814 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:30.163997555 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:30.164007463 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:30.585218800 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:30.585228498 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:30.772118357 {cmand\_R0-0}{1}: [re\_poe] [5309]: (note): poe-logger Port: 10 poe\_set\_icu  
2026/01/23 10:21:30.772170395 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 FROM\_  
2026/01/23 10:21:30.772281078 {cmand\_R0-0}{1}: [re\_poe] [5309]: (note): poe-logger Port: 10 poe\_pwr\_po  
2026/01/23 10:21:30.772316580 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 set  
2026/01/23 10:21:30.772328405 {cmand\_R0-0}{1}: [re\_poe] [5309]: (note): poe-logger Port: 10 poe\_set\_icu  
2026/01/23 10:21:30.772329943 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 poli  
2026/01/23 10:21:30.772339999 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 poli  
2026/01/23 10:21:30.772354334 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 FROM\_  
2026/01/23 10:21:30.772378327 {cmand\_R0-0}{1}: [re\_poe] [5309]: (note): poe-logger Port: 10 poe\_pwr\_po  
2026/01/23 10:21:30.772410151 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 set  
2026/01/23 10:21:30.772419762 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 poli  
2026/01/23 10:21:30.772428625 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 poli  
2026/01/23 10:21:30.772477925 {cmand\_R0-0}{1}: [re\_poe] [5309]: (note): poe-logger Port: 10 poe\_set\_icu  
2026/01/23 10:21:30.772497599 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 FROM\_  
2026/01/23 10:21:31.008355521 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:31.008364982 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:31.429638497 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:31.429648022 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:31.852023095 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:31.852032715 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:32.021660470 {cmand\_R0-0}{1}: [re\_poe] [5309]: (note): poe-logger Port: 10 poe\_set\_icu  
2026/01/23 10:21:32.021711508 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 FROM\_  
2026/01/23 10:21:32.021832006 {cmand\_R0-0}{1}: [re\_poe] [5309]: (note): poe-logger Port: 10 poe\_pwr\_po  
2026/01/23 10:21:32.021856730 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 set  
2026/01/23 10:21:32.021871212 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 poli  
2026/01/23 10:21:32.021875262 {cmand\_R0-0}{1}: [re\_poe] [5309]: (note): poe-logger Port: 10 poe\_set\_icu  
2026/01/23 10:21:32.021884437 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 poli



2026/01/23 10:21:37.768630637 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:38.191683097 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:38.191693992 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:38.613463963 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:38.613475052 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:38.691932861 {cmand\_R0-0}{1}: [re\_poe] [5309]: (note): poe\_get\_pwr\_sense[POE\_GET\_POWER  
2026/01/23 10:21:38.691946846 {cmand\_R0-0}{1}: [re\_poe] [5309]: (note): poe\_get\_pwr\_sense[POE\_GET\_POWER  
2026/01/23 10:21:38.691962981 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): POWER\_SENSE\_CALLBACK #0 p  
2026/01/23 10:21:38.691973713 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 port  
2026/01/23 10:21:38.691986858 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): POWER\_SENSE\_CALLBACK #0 p  
2026/01/23 10:21:39.035856533 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:39.035864387 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:39.458248509 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:39.458258319 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:39.879564500 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:39.879575263 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:40.301699226 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:40.301709087 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:40.723429466 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:40.723440122 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:41.146696541 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:41.146706414 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:41.568999331 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:41.569010211 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:41.992197422 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:41.992207934 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:42.415301238 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:42.415311985 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:42.851943363 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:42.851952518 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:43.275363936 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:43.275375189 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:43.697580998 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:43.697597957 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:44.119639101 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE  
2026/01/23 10:21:44.119648499 {cmand\_R0-0}{1}: [re\_poe] [5309:22209]: (note): poe-logger Port: 10 SENSE

=====  
===== Unified Trace Decoder Information/Statistics =====

----- Decoder Input Information -----

=====  
Num of Unique Streams .. 1  
Total UTF To Process ... 1  
Total UTM To Process ... 120224  
UTM Process Filter ..... cmand  
MRST Filter Rules ..... 1

----- Decoder Output Information -----

=====  
First UTM TimeStamp ..... 2026/01/23 09:09:55.879706826  
Last UTM TimeStamp ..... 2026/01/23 10:22:31.358035957  
UTM [Skipped / Rendered / Total] .. 119782 / 442 / 120224  
UTM [ENCODED] ..... 442  
UTM [PLAIN TEXT] ..... 0  
UTM [DYN LIB] ..... 0  
UTM [MODULE ID] ..... 0  
UTM [TDL TAN] ..... 16  
UTM [APP CONTEXT] ..... 0  
UTM [MARKER] ..... 0  
UTM [PCAP] ..... 0  
UTM [LUID NOT FOUND] ..... 0  
UTM Level [EMERGENCY / ALERT / CRITICAL / ERROR] .. 0 / 0 / 0 / 0



Absent Counter: 0  
Over Current Counter: 0  
Short Current Counter: 0  
Invalid Signature Counter: 0  
Power Denied Counter: 0

Power Negotiation Used: CDP  
LLDP Power Negotiation      --Sent to PD--      --Rcvd from PD--  
Power Type:                    -                    -  
Power Source:                 -                    -  
Power Priority:                -                    -  
Requested Power(W):          -                    -  
Allocated Power(W):          -                    -

Four-Pair PoE Supported: Yes  
Spare Pair Power Enabled: Yes  
Four-Pair PD Architecture: Shared  
Perpetual POE Enabled: FALSE  
Fast POE Enabled: FALSE  
Meter Start Time: 2026-01-22 06:27:41 UTC  
Metered Energy Value(WattSec):533367.6  
C9350-24U\_SWITCH#

## MCU logging

- This feature helps collect logs pertaining to the MCU
- Log outputs are also stored in chassis-manager btrace log files (cmand)
- The logging infrastructure can be excessive, ensure that the feature is disabled once debug log collection is complete. Failure to do so can result in cmand traces to be filled with PoE logs for that specific port after troubleshooting has completed.
- To start/stop MCU logging:

```
Switch#set platform software ilpower switch <switch number> r0 logging mcu <start|stop>
```

```
<< sample MCU btrace log (collected during load-shed) PoE device kept disconnecting and connecting in a
```

```
2025/06/03 22:22:22.803175096 (cmand R0-0)(1): [cpa_sb] [6971]: UUID: 0, ra: 0 (note): [SYS_FPGA_ZAPPA]
```

```
2025/06/03 22:22:22.883510836 (cmand R0-0) (1): (cpa_sb) [6971]: UUID: 0, ra: 0 (note): [SYS_FPGA_ZAPPA]
```

```
2025/06/03 22:22:23.030997074 (cmand R0-0)(1): (cpa_sb) [6971]: UUID: 0, ra: 0 (note): [SYS_FPGA_ZAPPA]
```

```
2025/06/03 22:22:23.350286890 (cmand R0-0)(1): [cpa_sb] (6971): UUID: 0, ra: 0 (note): (SYS_FPGA_ZAPPA)
```

```
2025/06/03 22:22:23.55599641 (cmand R0-0)(1): [cpa_sb] [6971]: UUID: 0, ra: 0 (note): [SYS_FPGA_ZAPPA]:
```

```
2025/06/03 22:22:31.755618688 (cmand R0-0)(1): [cpa_sb] [6971]: UUID: 0, ra: 0 (note): (SYS_FPGA_ZAPPA)
```

## Summary

Logs to be collected for Cisco C9350 Series Smart Switch PoE triage:

1. PoE show tech-support

```
Switch#show tech-support poe
```

2. Port specific logs

```
Switch#set platform software ilpower switch <switch number> r0 logging <port number> level <basic|detail>  
Switch#set platform software ilpower switch <switch number> r0 logging <port number> action <start|stop>
```

3. MCU logs

```
Switch#set platform software ilpower switch <switch number> r0 logging mcu <start|stop>
```