



# Troubleshooting Commands

---

- [Troubleshooting Commands, on page 2](#)

# Troubleshooting Commands

1. Check the Cisco DNA Traffic Telemetry Appliance hardware status:

**show platform**

Chassis type: DN-APL-TTA-M

Slot	Type	State	Insert time (ago)
0	DN-APL-TTA-M	ok	1w2d
0/0	BUILT-IN-2T+6X1GE	ok	1w2d
0/2	NIM-SSD	ok	1w2d
R0	DN-APL-TTA-M	ok, active	1w2d
F0	DN-APL-TTA-M	ok, active	1w2d
P0	ASR1001-X-PWR-AC	ps, fail	1w2d
P1	ASR1001-X-PWR-AC	ok	1w2d
P2	DN-APL-TTA-M-FANTRAY	ok	1w2d

Slot	CPLD Version	Firmware Version
0	14041015	17.1(1r)
R0	14041015	17.1(1r)
F0	14041015	17.1(1r)

2. Check the management and traffic interface status:

**show ip interface brief**

Interface	IP-Address	OK?	Method	Status	Protocol
Te0/0/0	unassigned	YES	NVRAM	up	up
Te0/0/1	unassigned	YES	NVRAM	up	up
GigabitEthernet0/0/0	unassigned	YES	NVRAM	up	up
GigabitEthernet0/0/1	unassigned	YES	NVRAM	up	up
GigabitEthernet0/0/2	unassigned	YES	NVRAM	up	up
GigabitEthernet0/0/3	unassigned	YES	NVRAM	up	up
GigabitEthernet0/0/4	unassigned	YES	NVRAM	up	up
GigabitEthernet0/0/5	10.56.197.144	YES	NVRAM	up	up
GigabitEthernet0	10.56.197.144	YES	manual	administratively down	down

3. Verify the connectivity to Cisco DNA Center:

**ping <Cisco-DNA-Center-IP-address> source gigabitEthernet 0/0/5**

Example:

**ping 10.56.197.145 source gigabitEthernet 0/0/5**

Type escape sequence to abort.

Sending 5, 100-byte ICMP Echos to 10.56.197.145, timeout is 2 seconds:

Packet sent with a source address of 10.56.197.144

!!!!

Success rate is 100 percent (5/5), round-trip min/avg/max = 1/1/1 m

4. Display the interface statistics:

**show interface <interface-name>**

Example:

**show interface gigabitEthernet 0/0/5**

GigabitEthernet0/0/5 is up, line protocol is up

Hardware is BUILT-IN-2T+6X1GE, address is 0000.0000.0007 (bia 0000.0000.0007)

Internet address is 10.56.197.144/22

MTU 1500 bytes, BW 1000000 Kbit/sec, DLY 10 usec,

```

    reliability 255/255, txload 1/255, rxload 1/255
Encapsulation ARPA, loopback not set
Keepalive not supported
Full Duplex, 1000Mbps, link type is auto, media type is unknown media type
output flow-control is on, input flow-control is on
ARP type: ARPA, ARP Timeout 04:00:00
Last input 00:00:00, output 00:00:00, output hang never
Last clearing of "show interface" counters 3d23h
Input queue: 0/375/0/0 (size/max/drops/flushes); Total output drops: 0
Queueing strategy: fifo
Output queue: 0/40 (size/max)
5 minute input rate 15000 bits/sec, 13 packets/sec
5 minute output rate 488000 bits/sec, 46 packets/sec
 9534722 packets input, 2308678895 bytes, 0 no buffer
Received 2034580 broadcasts (0 IP multicasts)
 0 runts, 0 giants, 0 throttles
 0 input errors, 0 CRC, 0 frame, 0 overrun, 0 ignored
 0 watchdog, 1411677 multicast, 0 pause input
20205964 packets output, 21781423520 bytes, 0 underruns
Output 2650 broadcasts (0 IP multicasts)
 0 output errors, 0 collisions, 0 interface resets
57374 unknown protocol drops
 0 babbles, 0 late collision, 0 deferred
 0 lost carrier, 0 no carrier, 0 pause output
 0 output buffer failures, 0 output buffers swapped out

```

5. Show the appliance configuration:

```

show running-config
show startup-config

```

6. View the system log:

```

show log

```

7. Collect the tech support file:

```

show tech-support

```

8. Show CPU and memory usage:

```

show processes cpu
show processes memory

```

9. Show system information:

```

show version

```

The **show version** command displays the configuration of the system hardware, the software version, and the names and sources of configuration files and the boot images. This command also displays information about how the system was last started and how long the appliance has been running since that start.

The command output is similar to the following:

```

show version
Cisco IOS XE Software, Version BLD_V173_1_THROTTLE_LATEST_20200723_003000_V17_3_0_226
Cisco IOS Software, TTA Software (X86_64_LINUX_IOSD-UNIVERSALK9-M), Experimental Version

17.3.20200723:005607
[S2C-build-v173_1_throttle-298-/nobackup/mcpre/BLD-BLD_V173_1_THROTTLE_LATEST_20200723_003000
285]
Copyright (c) 1986-2020 by Cisco Systems, Inc.
Compiled Thu 23-Jul-20 07:55 by <ID>

```

Cisco IOS-XE software, Copyright (c) 2005-2020 by cisco Systems, Inc. All rights reserved. Certain components of Cisco IOS-XE software are licensed under the GNU General Public License ("GPL") Version 2.0. The software code licensed under GPL Version 2.0 is free software that comes with ABSOLUTELY NO WARRANTY. You can redistribute and/or modify such GPL code under the terms of GPL Version 2.0. For more details, see the documentation or "License Notice" file accompanying the IOS-XE software, or the applicable URL provided on the flyer accompanying the IOS-XE software.

ROM: 17.1(1r)

nightsterReg7 uptime is 2 hours, 30 minutes  
 Uptime for this control processor is 2 hours, 34 minutes  
 System returned to ROM by Reload Command at 06:21:53 IST Sat Jul 25 2020  
 System restarted at 06:27:11 IST Sat Jul 25 2020  
 System image file is  
 "bootflash:ttam-universalk9.BLD\_V173\_1\_THROTTLE\_LATEST\_20200723\_003000\_V17\_3\_0\_226.SSA.bin"  
 Last reload reason: Reload Command

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at:  
<http://www.cisco.com/wwl/export/crypto/tool/stqrg.html>

If you require further assistance please contact us by sending email to [export@cisco.com](mailto:export@cisco.com).

License Type: Smart License is permanent  
 License Level: adventerprise  
 Next reload license Level: adventerprise  
 The current throughput level is 20000000 kbps

Smart Licensing Status: UNREGISTERED/EVAL EXPIRED

cisco DN-APL-TTA-M (1NG) processor (revision 1NG) with 6829417K/6147K bytes of memory.  
 Processor board ID JAE194707F2  
 Router operating mode: Autonomous  
 6 Gigabit Ethernet interfaces  
 2 Ten Gigabit Ethernet interfaces  
 32768K bytes of non-volatile configuration memory.  
 16777216K bytes of physical memory.  
 6684671K bytes of eUSB flash at bootflash:.  
 937689088K bytes of SATA hard disk at harddisk:.

Configuration register is 0x2102

## 10. Verify SD-AVC service information:

```
sh avc sd-service info summary
```

Status: CONNECTED

Device ID: JAE194707F2  
 Device segment name: AppRecognition  
 Device address: 10.10.10.2  
 Device OS version: 17.03.01prd15

```
Device type: DN-APL-TTA-M
```

```
Active controller:
```

```
Type   : Primary  
IP     : 10.10.10.1  
Status: Connected
```

**11. Verify SD-AVC service information - DCS enabled:**

```
show avc sd-service info detailed | inc DCS
```

```
DCS configuration summary:
```

```
DCS mode   : ENABLED
```

