



# Troubleshooting ISG with Session Monitoring and Distributed Conditional Debugging

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Intelligent Services Gateway (ISG) is a Cisco IOS software feature set that provides a structured framework in which edge devices can deliver flexible and scalable services to subscribers. This document describes ISG session monitoring and distributed conditional debugging. Conditional debugging facilitates debug filtering for ISG and is available as distributed conditional debugging.

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## Finding Feature Information

Your software release may not support all the features documented in this module. For the latest caveats and feature information, see [Bug Search Tool](#) and the release notes for your platform and software release. To find information about the features documented in this module, and to see a list of the releases in which each feature is supported, see the feature information table at the end of this module.

Use Cisco Feature Navigator to find information about platform support and Cisco software image support. To access Cisco Feature Navigator, go to [www.cisco.com/go/cfn](http://www.cisco.com/go/cfn). An account on Cisco.com is not required.

## Prerequisites for ISG Session Monitoring and Distributed Conditional Debugging

Before using the information in this module, it is recommended that you be familiar with the use of Cisco IOS **debug** commands and conditional debugging. See the "Additional References" section to find information about these topics.



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**Americas Headquarters:**  
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

## Restrictions for Distributed Conditional Debugging

Conditions that are set for an active session take effect only when the session is terminated and reestablished.



### Caution

Because debugging output is assigned high priority in the CPU process, it can render the system unusable. For this reason, use the Cisco IOS **debug** commands only to troubleshoot specific problems or during troubleshooting sessions with Cisco technical support staff. Moreover, it is best to use **debug** commands during periods of lower network traffic and fewer users, or on a debug chassis with a single active session. Debugging during these periods decreases the likelihood that increased **debug** command processing overhead will affect system use.

## Information About ISG Session Monitoring and Distributed Conditional Debugging

- [ISG Session and Flow Monitoring, page 2](#)
- [ISG Distributed Conditional Debugging, page 2](#)

### ISG Session and Flow Monitoring

ISG introduces a mechanism that allows an administrator to monitor ISG sessions and flows continuously. The **show interface monitor** command, which displays interface statistics, and the **show process cpu monitor** command, which displays information about CPU usage, both update the information in their displays at specified intervals. These commands also provide the ability to freeze or clear the information in the display.

### ISG Distributed Conditional Debugging

- [Benefits of Enhanced Conditional Debugging for the ISG Platforms, page 2](#)
- [Cisco IOS Software Components Supported by Distributed Conditional Debugging, page 2](#)

#### Benefits of Enhanced Conditional Debugging for the ISG Platforms

Because thousands of user sessions run on the ISG platforms, it is not practical to troubleshoot a problem with a session by enabling the various component **debug** commands that are available and trace through the messages for a single session or user. Instead, it is more practical to filter debugging messages for a single session or call across the various Cisco IOS XE components that a session traverses. For this reason, the conditional debugging previously offered in the Cisco IOS XE software has been enhanced to facilitate debug filtering for ISG and is available as distributed conditional debugging.

#### Cisco IOS Software Components Supported by Distributed Conditional Debugging

The following components are supported for ISG distributed conditional debugging:

- Authentication, authorization, and accounting (AAA) and RADIUS
- ATM components
- Feature Manager
- Policy Manager
- PPP
- PPP over Ethernet (PPPoE)
- Session Manager
- Virtual Private Dialup Network (VPDN)

See Table 1 and Table 2 for specific commands that are supported for distributed conditional debugging.

## How to Enable ISG Session Monitoring and Distributed Conditional Debugging

- [Monitoring ISG Sessions and Flows, page 3](#)
- [Configuring Distributed Conditional Debugging, page 4](#)

### Monitoring ISG Sessions and Flows

Perform this task to monitor interface and CPU statistics. The **show** commands are not required and may be entered in any order.

#### SUMMARY STEPS

1. **enable**
2. **show interface *type number* monitor [interval *seconds*]**
3. **show processes cpu monitor [interval *seconds*]**

#### DETAILED STEPS

	Command or Action	Purpose
Step 1	<b>enable</b>  <b>Example:</b>  Router> enable	Enables privileged EXEC mode. <ul style="list-style-type: none"><li>• Enter your password if prompted.</li></ul>
Step 2	<b>show interface <i>type number</i> monitor [interval <i>seconds</i>]</b>  <b>Example:</b>  Router# show interface ethernet 3/0 monitor interval 10	Displays interface statistics that are updated at specified intervals.

Command or Action	Purpose
<b>Step 3</b> <code>show processes cpu monitor [interval seconds]</code>  <b>Example:</b>  Router# <code>show processes cpu monitor</code>	Displays detailed CPU utilization statistics that are updated at specified intervals.

## Configuring Distributed Conditional Debugging

Two main tasks are required for configuring distributed conditional debugging: enabling conditional debugging, and issuing one or more supported **debug** commands. These required tasks are described in the following sections:

- [ISG Debug Condition Commands, page 4](#)
- [Debug Commands That Are Supported by ISG Conditional Debug, page 5](#)
- [Restrictions, page 7](#)
- [Enabling Distributed Conditional Debugging, page 8](#)
- [Displaying Debugging Conditions, page 8](#)
- [Troubleshooting Tips, page 9](#)

### ISG Debug Condition Commands

The table below lists the **debug condition** commands that you can issue at the EXEC prompt to enable distributed conditional debugging. You can set more than one condition.

**Table 1**      *Supported Conditional Debug Commands*

Command	Purpose
<b>debug condition domain</b> <i>domain-name</i>	Filters messages on the specified domain name.
<b>debug condition interface atm</b> <i>ATM-interface</i> <b>vc</b> { <i>vci</i> / <i>vpi</i>   <i>vci</i> }	Filters messages on the specified virtual circuit.
<b>debug condition interface</b> { <b>atm</b> <i>ATM-interface</i> <b>vc</b> { <i>vci</i> / <i>vpi</i>   <i>vci</i> }   <b>Ethernet</b>   <b>Fast Ethernet</b>   <b>Gigabit Ethernet</b> } <b>vlan-id</b> <i>ID</i>	Filters messages on the specified VLAN identifier.
<b>debug condition mac-address</b> <i>hexadecimal-MAC-address</i>	Filters messages on the specified MAC address.
<b>debug condition portbundle ip</b> <i>IP-address</i> <b>bundle</b> <i>bundle-number</i>	Filters messages on the specified Port-Bundle Host Key (PBHK).
<b>debug condition session-id</b> <i>session-ID</i>	Filters messages on the specified session identifier.  <b>Note</b> The session identifier can be obtained by entering the <b>show subscriber session</b> command.
<b>debug condition username</b> <i>email-address</i>	Filters messages on the specified Internet username.

## Debug Commands That Are Supported by ISG Conditional Debug

The table below lists the Cisco IOS debugging commands that are supported for distributed conditional debugging. The commands are listed by component. One or more of these commands can be issued after enabling one of the **debug condition** commands listed in the table above.

**Table 2** *Debug Commands Supported by ISG Distributed Conditional Debugging*

<b>AAA Debug Commands</b>
<b>debug aaa accounting</b>
<b>debug aaa authentication</b>
<b>debug aaa authorization</b>
<b>debug aaa id</b>
ATM Debug Commands
<b>debug atm arp</b>
<b>debug atm error</b>
<b>debug atm event</b>
<b>debug atm oam</b>
<b>debug atm packet</b>
<b>debug atm state</b>
PPP Debug Commands
<b>debug ppp authentication</b>
<b>debug ppp bap error</b>
<b>debug ppp bap events</b>
<b>debug ppp bap negotiation</b>
<b>debug ppp cbcp</b>
<b>debug ppp error</b>
<b>debug ppp mppe detailed</b>
<b>debug ppp mppe events</b>
<b>debug ppp mppe pack</b>
<b>debug ppp multi data</b>
<b>debug ppp multi events</b>

**AAA Debug Commands****debug ppp multi frag****debug ppp negotiation****debug ppp pack****debug ppp subscriber**

## PPPoE Debug Commands

**debug pppoe data****debug pppoe error****debug pppoe event****debug pppoe packet**

## Session Manager Debug Commands

**debug subscriber aaa authorization event****debug subscriber aaa authorization fsm****debug subscriber error****debug subscriber event**

## Feature Manager Debug Commands

**debug subscriber feature access-list error****debug subscriber feature access-list event****debug subscriber feature compression detail****debug subscriber feature compression error****debug subscriber feature compression event****debug subscriber feature detail****debug subscriber feature error****debug subscriber feature event****debug subscriber feature interface-config error****debug subscriber feature interface-config event****debug subscriber feature modem-on-hold detail****debug subscriber feature modem-on-hold error****debug subscriber feature modem-on-hold event**

**AAA Debug Commands****debug subscriber feature portbundle error****debug subscriber feature portbundle event****debug subscriber feature portbundle packet****debug subscriber feature qos-policy error****debug subscriber feature qos-policy event****debug subscriber feature static-routes error****debug subscriber feature static-routes event****debug subscriber feature traffic-classification detail****debug subscriber feature traffic-classification error****debug subscriber feature traffic-classification event**

Policy Manager Debug Commands

**debug subscriber fsm****debug subscriber policy condition****debug subscriber policy detail****debug subscriber policy error****debug subscriber policy event****debug subscriber policy fsm****debug subscriber policy rule****debug subscriber session error****debug subscriber session event**

VPDN Debug Commands

**debug vpdn call event****debug vpdn call fsm****debug vpdn error****debug vpdn event****debug vpdn event disconnect****Restrictions**

The **debug condition session-id** command filters a session only after the session has been established. The session identifier is a unique dynamic number generated internally by the Cisco IOS software and assigned to each session when the session is established.

In VPDN, the **debug** commands and messages associated with tunnels cannot be filtered because they are not associated with a session, but are displayed during the tunnel-establishment phase. The debugging messages will be displayed even if filtering is enabled by one of the conditions.

If multiple conditions are set, the debugging messages corresponding to all the sessions that meet any of the conditions will be displayed. Some conditions, such as domain name, will trigger debugging messages for all the sessions that belong to the particular domain.

## Enabling Distributed Conditional Debugging

Perform this task to enable distributed conditional debugging for ISG.

### SUMMARY STEPS

1. **enable**
2. **debug condition** *command*
3. **debug** *command*

### DETAILED STEPS

	Command or Action	Purpose
Step 1	<b>enable</b>  <b>Example:</b>  Router> enable	Enables privileged EXEC mode. <ul style="list-style-type: none"> <li>• Enter your password if prompted.</li> </ul>
Step 2	<b>debug condition</b> <i>command</i>  <b>Example:</b>  Router# debug condition username user@cisco.com	Enter one or more of the <b>debug condition</b> commands listed in Table 1 to enable distributed conditional debugging.
Step 3	<b>debug</b> <i>command</i>  <b>Example:</b>  Router# debug subscriber aaa authorization fsm	Enter one or more of the supported <b>debug</b> commands from Table 2.

## Displaying Debugging Conditions

To display the debugging conditions that have been set, perform the following task:



## SUMMARY STEPS

1. enable
2. show debug condition

## DETAILED STEPS

	Command or Action	Purpose
Step 1	<b>enable</b>	Enables privileged EXEC mode.
	<b>Example:</b>  Router> enable	<ul style="list-style-type: none"> <li>Enter your password if prompted.</li> </ul>
Step 2	<b>show debug condition</b>	Displays conditions that have been set for debugging.
	<b>Example:</b>  Router# show debug condition	

## Troubleshooting Tips

The Cisco IOS software displays messages as you set the conditions for filtering the debugging.

When a condition is set, it is assigned a number, as follows:

```
Condition 1 set
```

If a condition has already been set, the following message is displayed:

```
% Condition already set
```

The following messages and prompt are displayed when you attempt to disable the last condition using the **no** form of a **debug condition** command:

```
This condition is the last interface condition set.
Removing all conditions may cause a flood of debugging messages
to result, unless specific debugging flags are first removed.
```

```
Proceed with removal? [yes/no]: yes
Condition 1 has been removed
```



### Tip

Use the **no** form of the commands to disable all **debug** commands before disabling all of the debugging conditions that have been set.

# Configuration Examples for ISG Distributed Conditional Debugging

- [Monitoring Interface Statistics Example, page 10](#)
- [Monitoring CPU Statistics Example, page 10](#)
- [Enabling ISG Distributed Conditional Debugging Example, page 11](#)
- [Displaying Debugging Conditions Example, page 11](#)
- [Filtering Debug Output Example, page 11](#)

## Monitoring Interface Statistics Example

The following example shows sample output for the **show interface monitor** command. The display will be updated every 10 seconds.

```
Router> show interface ethernet 0/0 monitor interval 10

Router Name:  Scale3-Router8      Update Secs: 10
Interface Name:  Ethernet 0/0      Interface Status: UP, line is up

Line Statistics:      Total:      Rate(/s)      Delta
Input Bytes:         123456      123           7890
Input Packets:        3456        56           560
Broadcast:           1333         6            60
OutputBytes:          75717      123          1230
Output Packets:       733         44           440

Error Statistics:      Total:      Delta:
Input Errors:          0           0
CRC Errors:            0           0
Frame Errors:          0           0
Ignored:               0           0
Output Errors:         0           0
Collisions:            0           0

No. Interface Resets:  2
End = e               Clear = c       Freeze = f
Enter Command:
```

## Monitoring CPU Statistics Example

The following example shows sample output for the **show processes cpu monitor** command:

```
Router> show processes cpu monitor

CPU utilization for five seconds: 0%/0%; one minute: 0%; five minutes: 0%
PID Runtime(ms)   Invoked    uSecs   5Sec   1Min   5Min   TTY Process
  3      772         712     1084   0.08%  0.04%  0.02%   0   Exec
  67     276        4151      66   0.08%  0.03%  0.01%   0  L2TP mgmt daemon
 116    604        2263     266   0.16%  0.05%  0.01%   0  IDMGR CORE

End = e      Freeze = f
Enter Command:
```

## Enabling ISG Distributed Conditional Debugging Example

The following example shows how to filter PPP, PPPoE, and Session Manager debugs for a PPPoE session with username “user@cisco.com”. Only debugging messages for the defined user are displayed on the console. Any other debugging messages associated with other users will not be displayed.

```
Router# debug condition username user@cisco.com
Condition 1 set

Router# debug ppp negotiation
Router# debug pppoe event
Router# debug subscriber session event
```

## Displaying Debugging Conditions Example

The following example shows how to display debugging conditions that have been set.

```
Router# show debug condition

Condition 1: domain cisco.com (0 flags triggered)
Condition 2: username user@cisco.com (0 flags triggered)
Condition 3: ip 172.19.200.10 (0 flags triggered)
```

## Filtering Debug Output Example

In the following example, the output of the **debug subscriber packet detail** command is filtered on the basis of the username “cpe6\_1@isp.com”:

```
Router# debug condition username cpe6_1@isp.com
Condition 1 set
Router# show debug

Condition 1: username cpe6_1@isp.com (0 flags triggered)

Router# debug subscriber packet detail
SSS packet detail debugging is on

Router# show debug
SSS:
    SSS packet detail debugging is on

Condition 1: username cpe6_1@isp.com (0 flags triggered)
```

## Additional References

### Related Documents

Related Topic	Document Title
ISG commands	<a href="#">Cisco IOS Intelligent Services Gateway Command Reference</a>
Debug commands	<a href="#">Cisco IOS Debug Command Reference</a>

Related Topic	Document Title
Conditional debugging	"Conditionally Triggered Debugging" chapter in the <i>Cisco IOS Debug Command Reference</i>

#### Technical Assistance

Description	Link
The Cisco Support website provides extensive online resources, including documentation and tools for troubleshooting and resolving technical issues with Cisco products and technologies.	<a href="http://www.cisco.com/cisco/web/support/index.html">http://www.cisco.com/cisco/web/support/index.html</a>
To receive security and technical information about your products, you can subscribe to various services, such as the Product Alert Tool (accessed from Field Notices), the Cisco Technical Services Newsletter, and Really Simple Syndication (RSS) Feeds.	
Access to most tools on the Cisco Support website requires a Cisco.com user ID and password.	

## Feature Information for Distributed Conditional Debugging

The following table provides release information about the feature or features described in this module. This table lists only the software release that introduced support for a given feature in a given software release train. Unless noted otherwise, subsequent releases of that software release train also support that feature.

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**Table 3**      **Feature Information for ISG Session Monitoring and Distributed Conditional Debugging**

Feature Name	Releases	Feature Configuration Information
ISG: Instrumentation: Session and Flow Monitoring	12.2(28)SB 12.2(33)SRC 15.0(1)S	<p>ISG provides a mechanism for continuously monitoring interface and CPU statistics. This feature introduces the <b>show interface monitor</b> and <b>show processes cpu monitor</b> commands, which display statistics that are updated at specified intervals.</p> <p>In Cisco IOS Release 12.2(28)SB, this feature was introduced.</p> <p>This feature was integrated into Cisco IOS Release 12.2(33)SRC.</p>
ISG: Instrumentation: Advanced Conditional Debugging	12.2(28)SB 12.2(33)SRC	<p>ISG provides the ability to define various conditions for filtering debug output. Conditional debugging generates very specific and relevant information that can be used for session, flow, subscriber, and service diagnostics.</p> <p>In Cisco IOS Release 12.2(28)SB, this feature was introduced.</p> <p>This feature was integrated into Cisco IOS Release 12.2(33)SRC.</p>

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