Troubleshooting ISG with Session Monitoring and Distributed Conditional Debugging

Intelligent Services Gateway (ISG) is a 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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- Prerequisites for ISG Session Monitoring and Distributed Conditional Debugging, on page 1
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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.

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. 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.
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

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

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 components that a session traverses. For this reason, the conditional debugging previously offered in the software has been enhanced to facilitate debug filtering for ISG and is available as distributed conditional debugging.

Cisco IOS XE Software Components Supported by Distributed Conditional Debugging

The following components are supported for ISG distributed conditional debugging:

- Authentication, authorization, and accounting (AAA) and RADIUS
- 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

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

<table>
<thead>
<tr>
<th>Command or Action</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1</strong></td>
<td>Enables privileged EXEC mode.</td>
</tr>
<tr>
<td>enable</td>
<td></td>
</tr>
<tr>
<td>Example: enable</td>
<td></td>
</tr>
<tr>
<td>Router&gt; enable</td>
<td></td>
</tr>
<tr>
<td><strong>Step 2</strong></td>
<td>Displays interface statistics that are updated at specified intervals.</td>
</tr>
<tr>
<td>show interface type number monitor [interval seconds]</td>
<td></td>
</tr>
<tr>
<td>Example:</td>
<td>Router# show interface gigabitethernet 3/0/0 monitor interval 10</td>
</tr>
<tr>
<td><strong>Step 3</strong></td>
<td>Displays detailed CPU utilization statistics that are updated at specified intervals.</td>
</tr>
<tr>
<td>show processes cpu monitor [interval seconds]</td>
<td></td>
</tr>
<tr>
<td>Example:</td>
<td>Router# show processes cpu monitor</td>
</tr>
</tbody>
</table>

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

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**

<table>
<thead>
<tr>
<th>Command</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>debug condition domain <em>domain-name</em></td>
<td>Filters messages on the specified domain name.</td>
</tr>
<tr>
<td>debug condition interface {Fast Ethernet</td>
<td>Gigabit Ethernet | TenGigabit Ethernet} vlan-id <em>ID</em></td>
</tr>
<tr>
<td>debug condition mac-address <em>hexadecimal-MAC-address</em></td>
<td>Filters messages on the specified MAC address.</td>
</tr>
<tr>
<td>debug condition portbundle ip <em>IP-address</em> bundle <em>bundle-number</em></td>
<td>Filters messages on the specified Port-Bundle Host Key (PBHK).</td>
</tr>
</tbody>
</table>
| debug condition session-id *session-ID* | Filters messages on the specified session identifier.  
**Note** The session identifier can be obtained by entering the `show subscriber session` command. |
| debug condition username *email-address* | 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 below table.

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

<table>
<thead>
<tr>
<th>AAA Debug Commands</th>
</tr>
</thead>
<tbody>
<tr>
<td>debug aaa accounting</td>
</tr>
<tr>
<td>debug aaa authentication</td>
</tr>
<tr>
<td>debug aaa authorization</td>
</tr>
<tr>
<td>debug aaa id</td>
</tr>
<tr>
<td>PPP Debug Commands</td>
</tr>
<tr>
<td>debug ppp authentication</td>
</tr>
<tr>
<td>debug ppp bap error</td>
</tr>
<tr>
<td>debug ppp bap events</td>
</tr>
<tr>
<td>debug ppp bap negotiation</td>
</tr>
</tbody>
</table>
## AAA Debug Commands

- `debug ppp cbep`
- `debug ppp error`
- `debug ppp mppe detailed`
- `debug ppp mppe events`
- `debug ppp mppe pack`
- `debug ppp multi data`
- `debug ppp multi events`
- `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`
### AAA Debug Commands

- `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`
- `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
AAA 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**

<table>
<thead>
<tr>
<th>Command or Action</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1</strong></td>
<td>Enables privileged EXEC mode.</td>
</tr>
<tr>
<td><code>enable</code></td>
<td><em>Enter your password if prompted.</em></td>
</tr>
<tr>
<td><code>Example:</code></td>
<td></td>
</tr>
<tr>
<td><code>Router&gt; enable</code></td>
<td></td>
</tr>
</tbody>
</table>

| **Step 2** | Enter one or more of the `debug condition` commands to enable distributed conditional debugging. |
| `debug condition` *command* | |
| `Example:` | |
| `Router# debug condition username user@cisco.com` | |

| **Step 3** | Enter one or more of the supported `debug` commands. |
| `debug` *command* | |
| `Example:` | |
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

<table>
<thead>
<tr>
<th>Command or Action</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Router# debug subscriber aaa authorization fsm</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Command or Action</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>enable</td>
<td>Enables privileged EXEC mode.</td>
</tr>
<tr>
<td>Example:</td>
<td>• Enter your password if prompted.</td>
</tr>
<tr>
<td>Router&gt; enable</td>
<td></td>
</tr>
<tr>
<td>show debug condition</td>
<td>Displays conditions that have been set for debugging.</td>
</tr>
<tr>
<td>Example:</td>
<td></td>
</tr>
<tr>
<td>Router# show debug condition</td>
<td></td>
</tr>
</tbody>
</table>

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
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

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

```
Router> show interface gigabitethernet 0/0/0 monitor interval 10
Router Name: Scale3-Router8 Update Secs: 10
Interface Name: GigabitEthernet 0/0/0 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
```

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 IDMSR CORE
```

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
```
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

<table>
<thead>
<tr>
<th>Related Topic</th>
<th>Document Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISG commands</td>
<td>Cisco IOS Intelligent Services Gateway Command Reference</td>
</tr>
<tr>
<td>Debug commands</td>
<td>Cisco IOS Debug Command Reference</td>
</tr>
<tr>
<td>Conditional debugging</td>
<td>&quot;Conditionally Triggered Debugging&quot; chapter in the Cisco IOS Debug Command Reference</td>
</tr>
</tbody>
</table>
Technical Assistance

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

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.

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.

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

<table>
<thead>
<tr>
<th>Feature Name</th>
<th>Releases</th>
<th>Feature Configuration Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISG: Instrumentation: Session and Flow Monitoring</td>
<td>Cisco IOS XE</td>
<td>ISG provides a mechanism for continuously monitoring interface and CPU statistics. This feature introduces the <strong>show interface monitor</strong> and <strong>show processes cpu monitor</strong> commands, which display statistics that are updated at specified intervals.</td>
</tr>
<tr>
<td></td>
<td>Release 2.2</td>
<td></td>
</tr>
<tr>
<td>ISG: Instrumentation: Advanced Conditional Debugging</td>
<td>Cisco IOS XE</td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>Release 2.2</td>
<td></td>
</tr>
</tbody>
</table>