Tech-Support Commands

This module describes commands used to collect the **show** command outputs using Cisco IOS XR software.

The **show tech-support** commands collect common data from commands such as **show version** . Each **show tech-support** command also generates and gathers relevant data for a specific area. This data includes trace output to collect debugging information available in the specific area of interest.

To use commands of this module, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using any command, contact your AAA administrator for assistance.

- show tech-support custom, on page 1

show tech-support custom

To generate and gather tech-support information related to a specific area such as network traffic, control-plane, and the system, use the **show tech-support custom** command in EXEC mode.

show tech-support custom   { **traffic** | **control-plane** | **system** }

Syntax Description	**traffic**	Generates tech-support information related to network traffic.
	control-plane	Generates tech-support information related to the control-plane.
	system	Generates tech-support information related to the system.

Command Default None

Command Modes EXEC mode

Config mode

Command History

Release	Modification
Release 7.3.5	This command was introduced.

Usage Guidelines   This command generates tech-support information that is useful for Cisco Technical Support representatives when troubleshooting a router. By default, the output of this command is saved on the router's hard disk in a file with *.tgz* extension. You can share this file with Cisco Technical Support. To share, use the **copy** command to copy the *.tgz* file to a server or local machine. For example, **copy harddisk:/showtech/***name.tgz* **tftp://***server_path*.

For Cisco Technical Support contact information, see the 'Obtaining Documentation and Submitting a Service Request' section in the Preface.

Table 1: List of Commands collected by each custom option

Custom Option	Release	List of commands outputs collected
Control-plane	Release 7.3.6	

Custom Option	Release	List of commands outputs collected
		show tech-support ipv6 nd
		show tech-support arp
		show tech-support ofa
		show tech-support routing bgp
		show tech-support routing isis
		show tech-support routing bfd
		show tech-support routing ospf
		show tech-support routing ospfv3
		show tech-support mpls ldp
		show tech-support bcdl
		show tech-support bcdlv2
		show tech-support rib
		show tech-support mpls lsd
		show tech-support cef
		show tech-support cef platform
		show tech-support gsp
		show tech-support l2rib
		show tech-support l2vpn
		show tech-support lpts
		show tech-support spp
		show tech-support clns
		show tech-support multicast address-family ipv4
		show tech-support multicast address-family ipv6
		show tech-support grpc
		show tech-support service-layer
		show tech-support appmgr
		show tech-support netconf
		show tech-support yserver
		show tech-support grid
		show tech-support tunnel-ip
		show tech-support pbr
		show tech-support bfdhwoff
		show tech-support flowspec

Custom Option	Release	List of commands outputs collected
		show tech-support access-lists ipv4
		show tech-support access-lists ipv6
		show tech-support ds
		show tech-support os
		show tech-support placed
		show tech-support qos pi
		show tech-support processmgr
		show tech-support spio
		show tech-support sysdb
		show tech-support telemetry model-driven
		show tech-support bundles
		show tech-support dhcp ipv4 base
		show tech-support dhcp ipv4 client
		show tech-support dhcp ipv4 proxy
		show tech-support dhcp ipv4 relay
		show tech-support dhcp ipv4 server
		show tech-support dhcp ipv4 snoop
		show tech-support dhcp ipv6 base
		show tech-support dhcp ipv6 client
		show tech-support dhcp ipv6 proxy
		show tech-support dhcp ipv6 relay
		show tech-support dhcp ipv6 server
		show tech-support ipinfra
		show tech-support protection-notif
		show tech-support raw
		show tech-support rsi
		show tech-support statsd
		show tech-support tcp nsr
		show tech-support udp
		show tech-support pfi
		show tech-support cfgmgr
		show tech-support tty
		show tech-support rdsfs

Custom Option	Release	List of commands outputs collected
	Release 24.2.11	

Custom Option	Release	List of commands outputs collected
		show tech-support aib
		show tech-support ipv6 nd
		show tech-support arp
		show tech-support ofa
		show tech-support routing bgp
		show tech-support routing isis
		show tech-support routing bfd
		show tech-support routing ospf
		show tech-support routing ospfv3
		show tech-support mpls ldp
		show tech-support bcdl
		show tech-support bcdlv2
		show tech-support rib
		show tech-support mpls lsd
		show tech-support cef
		show tech-support cef platform
		show tech-support gsp
		show tech-support l2rib
		show tech-support l2vpn
		show tech-support l2vpn platform
		show tech-support lpts
		show tech-support spp
		show tech-support clns
		show tech-support multicast address-family
		show tech-support multicast address-family
		show tech-support mgbl
		show tech-support service-layer
		show tech-support appmgr
		show tech-support grid
		show tech-support tunnel-ip
		show tech-support pbr
		show tech-support bfdhwoff
		show tech-support flowspec

Custom Option	Release	List of commands outputs collected
		show tech-support access-lists ipv4
		show tech-support access-lists ipv6
		show tech-support ds
		show tech-support os
		show tech-support placed
		show tech-support qos pi
		show tech-support processmgr
		show tech-support spio
		show tech-support sysdb
		show tech-support bundles
		show tech-support dhcp ipv4
		show tech-support dhcp ipv4
		show tech-support dhcp ipv4
		show tech-support dhcp ipv4
		show tech-support dhcp ipv4
		show tech-support dhcp ipv4
		show tech-support dhcp ipv6
		show tech-support dhcp ipv6
		show tech-support dhcp ipv6
		show tech-support dhcp ipv6
		show tech-support dhcp ipv6
		show tech-support ipinfra
		show tech-support protection-notif
		show tech-support raw
		show tech-support rsi
		show tech-support statsd
		show tech-support tcp nsr
		show tech-support udp
		show tech-support pfi
		show tech-support cfgmgr
		show tech-support tty
		show tech-support rdsfs

Custom Option	Release	List of commands outputs collected
Traffic	Release 7.3.6	

Custom Option	Release	List of commands outputs collected
		show tech-support platform-fwd
		show tech-support ofa
		show tech-support cef
		show tech-support cef platform
		show tech-support aib
		show tech-support grid
		show tech-support bcdl
		show tech-support bcdlv2
		show tech-support mpls lsd
		show tech-support rib
		show tech-support fabric link-include
		show tech-support mpls traffic-eng
		show tech-support segment-routing traffic-eng
		show tech-support optics
		show tech-support qos platform
		show tech-support platform-pfc
		show tech-support qos pi
		show tech-support arp
		show tech-support ipv6 nd
		show tech-support gsp
		show tech-support access-lists platform
		show tech-support tunnel-ip
		show tech-support pbr
		show tech-support bfdhwoff
		show tech-support flowspec
		show tech-support ds
		show tech-support placed
		show tech-support service-layer
		show tech-support processmgr
		show tech-support os
		show tech-support grpc
		show tech-support sysdb
		show tech-support telemetry model-driven

Custom Option	Release	List of commands outputs collected
		show tech-support bundles
		show tech-support dhcp ipv4 base
		show tech-support dhcp ipv4 client
		show tech-support dhcp ipv4 proxy
		show tech-support dhcp ipv4 relay
		show tech-support dhcp ipv4 server
		show tech-support dhcp ipv4 snoop
		show tech-support dhcp ipv6 base
		show tech-support dhcp ipv6 client
		show tech-support dhcp ipv6 proxy
		show tech-support dhcp ipv6 relay
		show tech-support dhcp ipv6 server
		show tech-support ipinfra
		show tech-support protection-notif
		show tech-support raw
		show tech-support rsi
		show tech-support spio
		show tech-support statsd
		show tech-support tcp nsr
		show tech-support udp
		show tech-support pfi
		show tech-support static
		show tech-support cfgmgr
		show tech-support snmp ifmib
		show tech-support resmon
	Release 24.2.11	

Custom Option	Release	List of commands outputs collected
		show tech-support platform-fwd
		show tech-support ofa
		show tech-support cef
		show tech-support cef platform
		show tech-support aib
		show tech-support grid
		show tech-support bcdl
		show tech-support bcdlv2
		show tech-support mpls lsd
		show tech-support rib
		show tech-support fabric link-include
		show tech-support mpls traffic-eng
		show tech-support mpls rsvp
		show tech-support mpls static
		show tech-support mpls oam
		show tech-support segment-routing traffic-eng
		show tech-support optics
		show tech-support qos platform
		show tech-support platform-pfc
		show tech-support qos pi
		show tech-support arp
		show tech-support ipv6 nd
		show tech-support gsp
		show tech-support l2vpn
		show tech-support l2vpn platform
		show tech-support access-lists platform
		show tech-support tunnel-ip
		show tech-support pbr
		show tech-support bfdhwoff
		show tech-support flowspec
		show tech-support ds
		show tech-support placed
		show tech-support service-layer

Custom Option	Release	List of commands outputs collected
		show tech-support processmgr
		show tech-support os
		show tech-support mgbl
		show tech-support sysdb
		show tech-support bundles
		show tech-support dhcp ipv4 base
		show tech-support dhcp ipv4 client
		show tech-support dhcp ipv4 proxy
		show tech-support dhcp ipv4 relay
		show tech-support dhcp ipv4 server
		show tech-support dhcp ipv4 snoop
		show tech-support dhcp ipv6 base
		show tech-support dhcp ipv6 client
		show tech-support dhcp ipv6 proxy
		show tech-support dhcp ipv6 relay
		show tech-support dhcp ipv6 server
		show tech-support ipinfra
		show tech-support protection-notif
		show tech-support raw
		show tech-support rsi
		show tech-support spio
		show tech-support statsd
		show tech-support tcp nsr
		show tech-support udp
		show tech-support pfi
		show tech-support static
		show tech-support cfgmgr
		show tech-support snmp ifmib
		show tech-support resmon

Custom Option	Release	List of commands outputs collected
System	Release 7.3.6	

Custom Option	Release	List of commands outputs collected
		show tech-support os
		show tech-support spi
		show tech-support fpd
		show tech-support fabric link-include
		show tech-support interface
		show tech-support ofa
		show tech-support optics
		show tech-support macsec
		show tech-support gsp
		show tech-support platform timing
		show tech-support ptp
		show tech-support frequency synchronization
		show tech-support ethernet controllers
		show tech-support ethernet interfaces
		show tech-support pfi
		show tech-support cfgmgr
		show tech-support sysdb
		show tech-support processmgr
		show tech-support grpc
		show tech-support linux networking
		show tech-support telemetry model-driven
		show tech-support parser
		show tech-support statsd
		show tech-support ctrace
		show tech-support control-ethernet
		show tech-support pmengine
		show tech-support ptah
		show tech-support ds
		show tech-support pam
		show tech-support placed
		show tech-support service-layer
		show tech-support shmwin
		show tech-support cpa

Custom Option	Release	List of commands outputs collected
		show tech-support install
		show tech-support keychain
		show tech-support alarm-mgr
		show tech-support ntp
		show tech-support pool
		show tech-support protection-notif
		show tech-support rdsfs
		show tech-support resmon
		show tech-support snmp
		show tech-support ssh
		show tech-support system-recovery
		show tech-support tacacs
		show tech-support tam
		show tech-support tty
		show tech-support type6
		show tech-support ztp
		show tech-support bmc
		show tech-support bundles
		show tech-support snmp ifmib
		show tech-support ipinfra
		show tech-support cef
		show tech-support cef platform
		show tech-support rsi
	Release 24.2.11	

Custom Option	Release	List of commands outputs collected
		show tech-support os
		show tech-support spi
		show tech-support fpd
		show tech-support fabric link-include
		show tech-support interface
		show tech-support ofa
		show tech-support optics
		show tech-support macsec
		show tech-support gsp
		show tech-support platform timing
		show tech-support ptp
		show tech-support frequency synchronization
		show tech-support ethernet controllers
		show tech-support ethernet interfaces
		show tech-support control-ethernet
		show tech-support pfi
		show tech-support cfgmgr
		show tech-support sysdb
		show tech-support processmgr
		show tech-support mgbl
		show tech-support linux networking
		show tech-support parser
		show tech-support statsd
		show tech-support bundles
		show tech-support ctrace
		show tech-support control-ethernet
		show tech-support pmengine
		show tech-support ptah
		show tech-support ds
		show tech-support pam
		show tech-support placed
		show tech-support service-layer
		show tech-support shmwin

Custom Option	Release	List of commands outputs collected
		show tech-support cpa
		show tech-support install
		show tech-support keychain
		show tech-support alarm-mgr
		show tech-support ntp
		show tech-support pool
		show tech-support protection-notif
		show tech-support rdsfs
		show tech-support resmon
		show tech-support snmp
		show tech-support ssh
		show tech-support system-recovery
		show tech-support tacacs
		show tech-support tam
		show tech-support tty
		show tech-support type6
		show tech-support ztp
		show tech-support bmc
		show tech-support snmp ifmib
		show tech-support ipinfra
		show tech-support cef
		show tech-support cef platform
		show tech-support rsi

Note This command is not required during normal use of the router.

Task ID

Task ID	Operations
basic-services or cisco-support	read

The following example shows the output of the **show tech-support custom traffic** command:

```
Router# show tech-support custom traffic
++ Show tech start time: 2023-Jun-16.195852.UTC ++
Fri Jun 16 19:58:52 UTC 2023 Waiting for gathering to complete
.......................................................................................................
```

```
Fri Jun 16 20:05:45 UTC 2023 Compressing show tech output
Show tech output available at 0/RP0/CPU0 :
/harddisk:/showtech/showtech-custom-traffic-2023-Jun-16.195852.UTC.tgz
++ Show tech end time: 2023-Jun-16.200546.UTC ++
```

The following example shows the output of the **show tech-support custom control-plane** command:

```
Router# show tech-support custom control-plane
++ Show tech start time: 2023-Jun-16.194006.UTC ++
Fri Jun 16 19:40:06 UTC 2023 Waiting for gathering to complete
.................................................................................................
Fri Jun 16 19:44:59 UTC 2023 Compressing show tech output
Show tech output available at 0/RP0/CPU0 :
/harddisk:/showtech/showtech-custom-control-2023-Jun-16.194006.UTC.tgz
++ Show tech end time: 2023-Jun-16.194459.UTC ++
```

The following example shows the output of the **show tech-support custom system** command:

```
Router# show tech-support custom system
++ Show tech start time: 2023-Jun-16.194549.UTC ++
Fri Jun 16 19:45:50 UTC 2023 Waiting for gathering to complete
...............................................................................................
Fri Jun 16 19:54:24 UTC 2023 Compressing show tech output
Show tech output available at 0/RP0/CPU0 :
/harddisk:/showtech/showtech-custom-system-2023-Jun-16.194549.UTC.tgz
++ Show tech end time: 2023-Jun-16.195425.UTC ++
```

show tech-support custom