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

To automatically run a customised list of **show** commands, use the **show tech-support custom** command in EXEC mode.

show tech-support custom { **profile-name** *profile name* }

Syntax Description	**profile-name***profile name*	Displays a profile that has a customised list of **show** commands and **System Admin show** commands in it.
		When you execute the **show tech-support custom profile-name** command, the list of commands specified in it are also executed.

Command Default	None
Command Modes	EXEC mode
	Config mode

Command History	Release	Modification
	Release 7.5.1	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.

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 profile-name** command:

```
++ Show tech start time: 2021-Oct-28.174339.UTC ++
Thu Oct 28 17:43:39 UTC 2021 Waiting for gathering to complete
......................................
Thu Oct 28 17:45:40 UTC 2021 Compressing show tech output
Show tech output available at 0/RP0/CPU0 :
/harddisk:/showtech/showtech-custom-2021-Oct-28.174339.UTC.tgz
++ Show tech end time: 2021-Oct-28.174540.UTC ++
```

show tech support mgbl

To collect the logs or traces for gRPC module, Network Configuration Protocol (NETCONF) module, and telemetry, use the **show tech-support mgbl** command in the XR EXEC mode.

show tech-support mgbl {file | grpc | list-CLIs | location | netconf | rack | telemetry | time-out}

Syntax Description

mgbl	Executes the commands for manageability components.

file	Specifies a file name with or without a file path where the output is stored.
	You can either specify the filename or the path of the file.
	• To specify only the name of the file, use this command:
	show tech-support mgbl file *filename*
	• To specify the file path, use this command:
	show tech-support mgbl file *filepath*
	Valid file path options are:
	• **apphost:** *filename*
	• **config:** *filename*
	• **disk0:** *filename*
	• **ftp:** *filename*
	• **harddisk:** *filename*
	• **rootfs:** *filename*
	• **tftp:** *filename*
show tech support mgbl grpc	Collects the logs or traces for gRPC module.
list-CLIs	Lists the CLIs related to the manageability components.
location	Specifies the node location.
show tech-support mgbl netconf	Collects the logs or traces for Network Configuration Protocol (NETCONF) module.
rack	Specifies the rack (0/1/2).
show tech-support mgbl telemetry	Collects the logs or traces for telemetry.
time-out	Specifies the timeout configuration for each show command in seconds. The default value is 900 seconds and its ranges between 120-3600 seconds.

Command Default

• The command output is compressed.

• The command does not support location-based collection.

Command Modes   XR EXEC mode

Command History

Release	Modification
Release 24.1.1	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.

Task ID

Task ID	Operations
cisco-support	read

This example shows the output of the **show tech-support mgbl** command.

```
RP/0/RP0/CPU0:R0#show tech-support mgbl ?
  file       Specify a valid file name (e.g. disk0:tmp.log)
  grpc       Collect showtech for grpc(cisco-support)
  list-CLIs  list the commands that would be run (don't execute)(cisco-support)
  location   Specify a location(cisco-support)
  netconf    Collect showtech for netconf(cisco-support)
  rack       Specify a rack(cisco-support)
  telemetry  Collect showtech for telemetry(cisco-support)
  time-out   per show command timeout configuration(cisco-support)
  <cr>
```

Note   The **show tech-support mgbl** command does not support location-based collection.

```
RP/0/RP0/CPU0:R0#show tech-support mgbl location 0/RP0/CPU0
Mon Feb 19 02:37:03.652 UTC
++ Show tech start time: 2024-Feb-19.023703.UTC ++
This show tech-support doesn't support location based collection. Exiting.
++ Show tech end time: 2024-Feb-19.023703.UTC ++
```

show tech support mgbl grpc

To collect the logs or traces for gRPC module, use the **show tech-support mgbl grpc** command in the XR EXEC mode.

show tech-support mgbl grpc file *{filename | filepath}*

Syntax Description

mgbl	Executes the commands for manageability components.
grpc	Collects the logs or traces for gRPC module.
file	Specifies a file name with or without a file path where the output is stored.
filename	Specifies the name of the file. **show tech-support mgbl grpc file** *filename*

filepath	Specifies the file path with the file name.

show tech-support mgbl grpc file *filepath*

Valid file path options are:

- **apphost:** *filename*

- **config:** *filename*

- **disk0:** *filename*

- **ftp:** *filename*

- **harddisk:** *filename*

- **rootfs:** *filename*

- **tftp:** *filename*

Command Default
- The command output is compressed.

- The command does not support location-based collection.

Command Modes
XR EXEC mode

Command History

Release	Modification
Release 24.1.1	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.

Task ID

Task ID	Operations
cisco-support	read

This example shows the output of the **show tech-support mgbl grpc file** command.

```
RP/0/RP0/CPU0:R0#show tech-support mgbl grpc file disk0:tmp.log
Fri Feb  2 06:12:15.098 UTC
++ Show tech start time: 2024-Feb-02.061215.UTC ++
Fri Feb  2 06:12:16 UTC 2024 Waiting for gathering to complete
...........
Fri Feb  2 06:12:53 UTC 2024 Compressing show tech output
Show tech output available at 0/RP0/CPU0 : /disk0:/tmp.log.tgz
++ Show tech end time: 2024-Feb-02.061254.UTC ++
```

Note   The **show tech-support mgbl grpc** command does not support location-based collection.

```
RP/0/RP0/CPU0:R0#show tech-support mgbl grpc location 0/RP0/CPU0
Fri Feb  2 06:13:34.590 UTC
++ Show tech start time: 2024-Feb-02.061334.UTC ++
This show tech-support doesn't support location based collection. Exiting.
++ Show tech end time: 2024-Feb-02.061335.UTC ++
```

show tech-support mgbl netconf

To collect the logs or traces for Network Configuration Protocol (NETCONF) module, use the **show tech-support mgbl netconf** command in the XR EXEC mode.

show tech-support mgbl netconf file *{filename | filepath}*

Syntax Description		
mgbl	Executes the commands for manageability components.	
netconf	Collects the logs or traces for Network Configuration Protocol (NETCONF) module.	
file	Specifies a file name with or without a file path where the output is stored.	
filename	Specifies the name of the file. **show tech-support mgbl netconf file** *filename*	
filepath	Specifies the file path with the file name. **show tech-support mgbl netconf file** *filepath* Valid file path options are: • **apphost:** *filename* • **config:** *filename* • **disk0:** *filename* • **ftp:** *filename* • **harddisk:** *filename* • **rootfs:** *filename* • **tftp:** *filename*	

Command Default
- The command output is compressed.
- The command does not support location-based collection.

Command Modes   XR EXEC mode

Command History

Release	Modification
Release 24.1.1	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.

Task ID

Task ID	Operations
cisco-support	read

This example shows the output of the **show tech-support mgbl netconf file** command.

```
RP/0/RP0/CPU0:R0#show tech-support mgbl netconf file disk0:tmp.log
Fri Feb  2 06:12:15.098 UTC
++ Show tech start time: 2024-Feb-02.061215.UTC ++
Fri Feb  2 06:12:16 UTC 2024 Waiting for gathering to complete
............
Fri Feb  2 06:12:53 UTC 2024 Compressing show tech output
Show tech output available at 0/RP0/CPU0 : /disk0:/tmp.log.tgz
++ Show tech end time: 2024-Feb-02.061254.UTC ++
```

Note The **show tech-support mgbl netconf** command does not support location-based collection.

```
RP/0/RP0/CPU0:R0#show tech-support mgbl netconf location 0/RP0/CPU0
Fri Feb  2 06:13:34.590 UTC
++ Show tech start time: 2024-Feb-02.061334.UTC ++
This show tech-support doesn't support location based collection. Exiting.
++ Show tech end time: 2024-Feb-02.061335.UTC ++
```

show tech-support mgbl telemetry

To collect the logs or traces for telemetry, use the **show tech-support mgbl telemetry** command in the XR EXEC mode.

show tech-support mgbl telemetry file *{filename | filepath}*

Syntax Description

mgbl	Executes the commands for manageability components.
telemetry	Collects the logs or traces for telemetry.
file	Specifies a file name with or without a file path where the output is stored.

filename	Specifies the name of the file.
	show tech-support mgbl telemetry file *filename*
filepath	Specifies the file path with the file name.
	show tech-support mgbl telemetry file *filepath*
	Valid file path options are:

- **apphost:** *filename*
- **config:** *filename*
- **disk0:** *filename*
- **ftp:** *filename*
- **harddisk:** *filename*
- **rootfs:** *filename*
- **tftp:** *filename*

Command Default

- The command output is compressed.
- The command does not support location-based collection.

Command Modes   XR EXEC mode

Command History

Release	Modification
Release 24.1.1	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.

Task ID

Task ID	Operations
cisco-support	read

This example shows the output of the **show tech-support mgbl telemetry file** command.

```
RP/0/RP0/CPU0:R0#show tech-support mgbl telemetry file disk0:tmp.log
Fri Feb  2 06:12:15.098 UTC
++ Show tech start time: 2024-Feb-02.061215.UTC ++
Fri Feb  2 06:12:16 UTC 2024 Waiting for gathering to complete
............
Fri Feb  2 06:12:53 UTC 2024 Compressing show tech output
```

```
Show tech output available at 0/RP0/CPU0 : /disk0:/tmp.log.tgz
++ Show tech end time: 2024-Feb-02.061254.UTC ++
```

> **Note** The **show tech-support mgbl telemetry** command does not support location-based collection.
>
> ```
> RP/0/RP0/CPU0:R0#show tech-support mgbl telemetry location 0/RP0/CPU0
> Fri Feb  2 06:13:34.590 UTC
> ++ Show tech start time: 2024-Feb-02.061334.UTC ++
> This show tech-support doesn't support location based collection. Exiting.
> ++ Show tech end time: 2024-Feb-02.061335.UTC ++
> ```

show tech-support mgbl telemetry