Collecting Tech-Support Information

This module describes how to collect tech-support information.

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.

This chapter covers the following topic:

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Configuring Custom Profiles

Table 1: Feature History Table

Feature Name	Release	Description
Supporting Custom Profile show tech command	Release 7.5.1	This feature lets you run a customized list of **show** commands and **System Admin show** commands from all core protocols such as BGP, MPLS, Segment Routing etc. You can also generate **tech-support** information that is useful for Cisco Technical Support representatives when troubleshooting a router. This feature introduces the **show tech support custom profile-name** command.

You can group multiple Cisco IOS XR **show** commands, **System Admin show** commands, multiple show tech-support commands from IOS XR and Admin into a custom profile. A profile can be used for protocols such as BGP, MPLS, Segment Routing etc.

Restriction

- The **System Admin show** commands must be enclosed within double quotes.

Configuration Example

To configure the custom profile, perform the following instructions:

1. Create a custom profile using **customshowtech** *profile* command.

   For example,

   ```
   Router# configure
   Router(config)# customshowtech ospf_prof1
   ```

2. Add the existing **Show** commands or **System Admin show** commands to the profile that you created.

   For example,

   ```
   Router(config-cst-ospf_prof1)#command show ospf neighbor
   Router(config-cst-ospf_prof1)#command show ospf trace
   Router(config-cst-ospf_prof1)#admincommand "show version"
   Router(config-cst-ospf_prof1)#command show tech-support routing ospf
   ```

3. Use Commit.

   For example,

   ```
   Router(config-cst-profile)#commit
   ```

You can use the **show running-config customshowtech** *profile name* command to view whether the commit is successful.

For example,

```
Router(config-cst-ospf_prof1)#show running-config customshowtech
        ospf_prof1
Thu Oct 28 17:42:53.897 UTC
customshowtech ospf_prof1
 command show ospf neighbor
 command show ospf trace
 admincommand "show version"
 command show tech-support routing ospf
!
```

Running Configuration Example

Use the **show tech-support custom profile-name** command to run the custom profile.

For example,

```
Router# show tech-support custom profile-name ospf_prof1
```

Verification Example

Verify that the **show tech-support custom profile-name** command generates tech-support information. By default, the output of this command is saved on the router's hard disk in a file with *.tgz* extension. For example, */harddisk:/showtech/name.tgz*.

For example

```
++ 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 ++
```