



Collecting Tech-Support Information

This module describes commands that are used for collecting 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.

Table 1: Feature History Table

Feature Name	Release	Description
Supporting Custom Profile show tech command	Release 7.5.1	<p>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.</p> <p>This feature introduces the show tech support custom profile-name command.</p>

This chapter covers the following topic:

- [Configuring Custom Profiles, on page 1](#)

Configuring Custom Profiles

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 ++
```