



CHAPTER 10

Support and Troubleshooting Commands

This chapter contains the command line interface (CLI) commands that you can use to provide troubleshooting support for the Cisco Broadband Access Center (Cisco BAC) Device Provisioning Engine (DPE).

The commands described in this chapter are:

- [clear bundles, page 10-1](#)
- [show bundles, page 10-2](#)
- [support bundle cache, page 10-2](#)
- [support bundle state, page 10-3](#)

clear bundles

Use this command to clear any existing archived bundles on the DPE. You create these bundles by using the **support bundle** commands, normally contain archived logs and archived state information, which are of use to the Cisco Technical Assistance Center (TAC).



Note

Before using this command, ensure that all bundles are retrieved because the archived state is lost.

After you enter the command, a prompt appears to indicate that the bundles are being cleared and, when this is complete, the amount of disk space cleared (in bytes) appears.

Syntax Description

No keywords or arguments.

Examples

Example 1

```
dpe# clear bundles
Clearing Cisco support bundles...
+ 10101760 bytes cleared.
```

This result occurs when existing archived bundles are cleared.

Example 2

```
dpe# clear bundles
Clearing Cisco support bundles...
+ No bundles to clear.
```

This result occurs when there are no archived bundles to clear.

show bundles

Use this command to display the bundles currently available in the outgoing directory. You create these bundles by using the **support bundle** commands.

This command identifies the bundles that are archived. If there are no bundles, a prompt indicating that there are no bundles available appears.

Syntax Description

No keywords or arguments.

Examples**Example 1**

```
dpe# show bundles
outgoing/cache-20060214-002023.bac
outgoing/state-20060214-002230.bac
```

This result occurs when bundles are currently archived.

Example 2

```
dpe# show bundles
No bundles currently available.
```

This result occurs when no bundles are currently archived.

support bundle cache

Use this command to bundle the current DPE cache. This command is useful when archiving the cache for delivery to the Cisco TAC. After the bundle is created, it is available from the outgoing directory of the FTP server.

After the command is entered, a cache bundle is created for use by the TAC. The command displays the bundle specifics, including the compressed size of the bundle file.

Syntax Description

No keywords or arguments.

Examples

```
dpe# support bundle cache
Creating cache bundle for Cisco support...
+ outgoing/cache-20060721-000218.bac
+ Adding & compressing DPE cache...
+ Size: 11780584 bytes
```

support bundle state

Use this command to bundle the current DPE state. This command is useful when archiving configuration and log files for delivery to the Cisco TAC. After the bundle is created, it is available from the outgoing directory of FTP server.

**Note**

When sending information to the Cisco TAC, you should send the DPE bundle obtained with this command, and the state bundle obtained at the RDU. You generate this bundle by running the **bundleState.sh** command from the *BPR_HOME*/rdu/bin directory.

A script *BPR_HOME*/rdu/bin/bundlstate is available on the RDU. You use this script to bundle the RDU system state, including logs, when sending information to the TAC.

After the command is entered, the current state of the DPE is bundled together, then the bundle file is compressed and identified for TAC use.

Syntax Description

No keywords or arguments.

Examples

```
dpe# support bundle state
Creating state bundle for Cisco support...
+ /outgoing/state-20060721-000340.bac
+ Adding a process listing to the support bundle...
+ Adding a network connection listing to the support bundle...
+ Adding and compressing files for support bundle...
+ Size: 1205782 bytes
```

■ support bundle state