CHAPTER 7

Support and Troubleshooting Commands

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

The commands described in this chapter include:

clear bundles

Use this command to clear any existing archived bundles on the DPE. You create these bundles by using the **support bundle** commands that normally contain archived logs and archived state information of use to the Cisco TAC. You must ensure that all bundles are retrieved before using this command because the archived state is lost.

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

Usage Guidelines

Use this command on both hardware and Solaris DPEs.

Syntax Description

No keywords or arguments.

Examples

Example 1

```
dpe# clear bundles
Clearing Cisco support bundles...
+ 90112 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.

host

Use this command to look up the:

- Hostname for the specified IP address. You can use this command to verify if an IP address is reverse-mapped correctly in DNS. The IP address is looked up in reverse on each of the configured name servers until the IP address is found.
- IP address of a host using DNS. You can use this command to verify if the IP address of the RDU can be resolved successfully. If a system domain name is specified, this command automatically attempts searching that domain as well when resolving hostnames.

Usage Guidelines

Use this command only on a hardware DPE.

Syntax Description

host {*host* | *x.x.x.x*}

- *host*—Identifies the fully qualified domain name (FQDN) of the host to resolve through DNS.
- *x.x.x.x*—Identifies the IP address being looked up.

Examples

Example 1

```
dpe# host dpe.cisco.com
dpe.cisco.com has address 10.10.10.5
```

This result occurs when you specify the FQDN of a host.

Example 2

```
dpe# host 10.10.10.5
5.10.10.10.in-addr.arpa domain name pointer dpe.cisco.com
```

This result occurs when you specify the IP address of a host.

ping

Use this command to ping a host. Use one of the following values to specify the host:

- FQDN
- IP address

Press Enter to stop the process. The **ping** command is useful in diagnosing network connectivity issues.

Usage Guidelines

Use this command only on a hardware DPE.

Syntax Description

ping {*host* | *x.x.x.x*}

host—Identifies the host being pinged.

x.x.x.x—Identifies the IP addesss of the host.

Examples

Example 1

```
dpe# ping dpe.cisco.com
% Press <enter> to stop.
PING dpe.cisco.com (10.10.10.5) from 10.10.20.20 : 56(84) bytes of data.
64 bytes from 10.10.10.5: icmp_seq=1 ttl=255 time=0.178 msec
64 bytes from 10.10.10.5: icmp_seq=2 ttl=255 time=0.189 msec
64 bytes from 10.10.10.5: icmp_seq=3 ttl=255 time=0.183 msec

% Stopped.
```

This result occurs when you specify the FQDN of a host.

Example 2

```
dpe# ping 10.10.20.5
% Press <enter> to stop.
PING 10.10.10.5 (10.10.10.5) from 10.10.20.20 : 56(84) bytes of data.
64 bytes from 10.10.10.5: icmp_seq=1 ttl=255 time=0.238 msec
64 bytes from 10.10.10.5: icmp_seq=2 ttl=255 time=0.186 msec
64 bytes from 10.10.10.5: icmp_seq=3 ttl=255 time=0.177 msec

% Stopped.
```

This result occurs when you specify the IP address of a host.

show bundles

Use this command to display all bundles currently available in the outgoing directory. You create these bundles by using the **support bundle** commands; the bundles are accessible from the FTP server of the DPE.

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

Usage Guidelines

Use this command on both hardware and Solaris DPEs.

Syntax Description

No keywords or arguments.

Examples

Example 1

```
dpe# show bundles
/outgoing/state-20061201-135042.bpr
/outgoing/cache-20061201-135202.bpr
```

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 Cisco TAC. Once the bundle is created, it is available from the outgoing directory of the FTP server.

After the command creates the cache bundle, it displays the bundle specifics, including the compressed size of the bundle file.

Usage Guidelines

Use this command on both hardware and Solaris DPEs.

Syntax Description

No keywords or arguments.

Examples

```
dpe# support bundle cache
Creating cache bundle for Cisco support...
+ /outgoing/cache-20070101-135202.bpr
+ Adding and compressing DPE cache...
+ Size: 9881 bytes
```

support bundle state

Use this command to bundle the current DPE state. This command is useful when archiving configuration and log files for the DPE for delivery to the Cisco TAC. Once the bundle is created, it is available from the outgoing directory of the 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** script from the *BPR_HOME/rdu/bin* directory.

You can use the script available on the RDU in *BPR_HOME/rdu/bin/bundlestate*. This script enables you to bundle the RDU system state, including logs, when sending information to the TAC.

The command bundles together the current state of the DPE, and the bundle file is compressed and identified for use by the TAC.

Usage Guidelines

Use this command on both hardware and Solaris DPEs.

Syntax Description

No keywords or arguments.

Examples

```
dpe# support bundle state
Creating state bundle for Cisco support...
+ /outgoing/state-20061201-135042.bpr
+ 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 daemon ftp | telnet enabled

Use this command to enable or disable:

- FTP service on a hardware DPE. You can use the FTP service to upload upgrade bundles and to download support bundles. You can disable and enable the service for short periods of time to perform these tasks.
- Telnet protocol on a hardware DPE. Because Telnet is a relatively insecure protocol, you can make the system more secure by disabling Telnet; you can still access the system from the console mode.

After you use this command, run the **reload** command so that the changes take effect. See reload, page 2-16.

Usage Guidelines

Use this command only on a hardware DPE.

Syntax Description

support daemon {**ftp** | **telnet**} **enabled** {**true** | **false**}

- **ftp**—Enables or disables the FTP service.
- **telnet**—Enables or disables the Telnet protocol.
- **true**—Enables the FTP service or the Telnet interface.
- **false**—Disables the FTP service or the Telnet interface.

Examples

Example 1

```
dpe# support daemon ftp enabled true
% OK (Requires appliance restart "> reload")
```

Example 2

```
dpe# support daemon ftp enabled true
% OK (Requires appliance restart "> reload")
```

These results occur when you enable or disable the FTP service.

Example 3

```
dpe# support daemon telnet enabled true
% OK (Requires appliance restart "> reload")
```

Example 4

```
dpe# support daemon telnet enabled false
% OK (Requires appliance restart "> reload")
```

These results occur when you enable or disable the Telnet protocol.

traceroute

Use this command to identify the route to a specified host, including each hop between the DPE and the destination host. This command is useful when verifying communication and determining if gateways and routes are correctly configured.

Usage Guidelines

Use this command only on a hardware DPE.

Syntax Description

traceroute {*host* | *x.x.x.x*}

- *host*—Identifies the fully qualified domain name (FQDN) of a remote host.
- *x.x.x.x*—Identifies the IP address of a remote host.

Examples

Example 1

```
dpe# traceroute BAC_host.cisco.com
Press <enter> to stop.
traceroute to BACC_host.cisco.com (10.10.10.5), 30 hops max, 38 byte packets
1 10.10.10.5 0.454 ms 0.239 ms 0.230 ms

% Stopped.
```

This result occurs when you specify the FQDN of a remote host.

Example 2

```
dpe# traceroute 10.10.10.5
Press <enter> to stop.
traceroute to 10.10.10.5 (10.10.10.5), 30 hops max, 38 byte packets
1 10.10.10.5 0.454 ms 0.239 ms 0.230 ms

% Stopped.
```

This result occurs when you specify the IP address of a remote host.