



CHAPTER 7

Support and Troubleshooting Commands

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

The commands described in this chapter include:

| Command | Description | CLI Mode | |
|-----------------------------------|---|----------|------------|
| | | Login | Privileged |
| <code>clear bundles</code> | Clears existing archived bundles on the DPE. | | ✓ |
| <code>show bundles</code> | Displays bundles currently available in the outgoing directory. | ✓ | ✓ |
| <code>support bundle cache</code> | Bundles the current DPE cache. | | ✓ |

clear bundles

Use the **clear bundles** command to clear existing archived bundles on the DPE. These bundles, which you create using the **support bundle cache** command, normally contain archived logs and archived state information, which are of use to the Cisco Technical Assistance Center.



Caution

Before using the **clear bundles** command, ensure that you retrieve all bundles because you will lose the archived state.

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

Syntax Description

No keywords or arguments.

Defaults

No default behavior or values.

Examples

This result occurs when existing archived bundles are cleared.

```
bac_dpe# clear bundles
Clearing Cisco support bundles...
+ 89088 bytes cleared.
```

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

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

show bundles

Use the **show bundles** command to display the bundles currently available in the outgoing directory. The bundles, which you create using the **support bundle cache** command, are accessible from the FTP server of the DPE.

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

Syntax Description

No keywords or arguments.

Defaults

No default behavior or values.

Examples

This result occurs when bundles are archived.

```
bac_dpe# show bundles
outgoing/state-20070608-043109.bpr
outgoing/cache-20070608-043150.bpr
```

This result occurs when there are no archived bundles.

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

support bundle cache

Use the **support bundle cache** command to bundle the current DPE cache. This command is useful when archiving the cache for delivery to the Cisco Technical Assistance Center. 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.

Syntax Description

No keywords or arguments.

Defaults

No default behavior or values.

Examples

```
bac_dpe# support bundle cache  
Creating cache bundle for Cisco support...  
+ outgoing/cache-20071008-070730.bpr  
+ Adding & compressing DPE cache...  
+ Size: 23155 bytes
```

