Troubleshoot Automation Scripts

This chapter provides information about troubleshooting the automation scripts.

- Collect Debug Logs, on page 1

Collect Debug Logs

Table 1: Feature History Table

Feature Name	Release Information	Description
Debug Automation Scripts	Release 25.1.1	Introduced in this release on: Fixed Systems (8700 [ASIC: K100], 8010 [ASIC: A100])(select variants only*) *This feature is supported on: • 8712-MOD-M • 8011-4G24Y4H-I
Debug Automation Scripts	Release 7.5.1	Use this feature to collect logs that contain debug information for ltraces and tech-support data. These logs aid in troubleshooting whenever the scripts are not working as expected. This feature introduces the **show tech-support script** command.

To automatically run **show** commands that display the debugging information specific to automation scripts, use the **show tech-support script** command in EXEC mode.

- **show version**
- **show platform**
- **show logging**

- **show running-config**
- **show install active**
- **show processes blocked location all**
- **show processes script_watcher_main location all**
- **show processes script_agent_main location all**
- **show processes checksum_verifier_main location all**
- **show memory summary location all**
- **show tech cfgmgr**
- **show tech eem**
- **show tech appmgr**
- **show script status detail**
- **show script execution detail**

In addition, the debug command collects the following data:

- All the script management log files in `/var/log` directory
- List all the files under `/pkg/lib/python3/` directroy
- Collects data about top processes consuming high CPU resources
- List all the processes initiated by the script manager
- Collect information about `/harddisk:/mirror/script-mgmt` directory

Run the debug command to collect information about the automation scripts (in zip format):

```
Router#show tech-support script
Mon Nov 15 23:28:46.849 UTC
++ Show tech start time: 2021-Nov-15.232847.UTC ++
Mon Nov 15 23:28:47 UTC 2021 Waiting for gathering to complete
.............................
Mon Nov 15 23:30:19 UTC 2021 Compressing show tech output
Show tech output available at
0/RP0/CPU0 : /harddisk:/showtech/showtech-script-2021-Nov-15.232847.UTC.tgz
++ Show tech end time: 2021-Nov-15.233019.UTC ++
```

View the collected debug zip files:

```
Router#dir harddisk:/showtech
Mon Nov 15 00:32:17.218 UTC

Directory of harddisk:/showtech
262146 -rw-rw-rw-. 1 1101085 Nov 15 23:24 showtech-script-2021-Nov-15.232322.UTC.tgz
262147 -rw-rw-rw-. 1 1143339 Nov 15 23:30 showtech-script-2021-Nov-15.232847.UTC.tgz

70553000 kbytes total (66887640 kbytes free)
```

Untar the collected zip file to view the list of debug log files:

```
Router#run
Mon Nov 15 00:32:29.724 UTC
```

```
[node0_RP0_CPU0:~]$cd /harddisk\:/showtech/
[node0_RP0_CPU0:/harddisk:/showtech]$ls -ltr
total 2196
-rw-rw-rw-. 1 root iosxr 1101085 Nov 15 23:24 showtech-script-2021-Nov-15.232322.UTC.tgz
-rw-rw-rw-. 1 root iosxr 1143339 Nov 15 23:30 showtech-script-2021-Nov-15.232847.UTC.tgz

[node0_RP0_CPU0:/harddisk:/showtech]$gunzip showtech-script-2021-Nov-15.232847.UTC.tgz
[node0_RP0_CPU0:/harddisk:/showtech]$ls -l
total 2612
-rw-rw-rw-. 1 root iosxr 1101085 Nov 15 23:24 showtech-script-2021-Nov-15.232322.UTC.tgz
-rw-rw-rw-. 1 root iosxr 1572864 Nov 15 23:30 showtech-script-2021-Nov-15.232847.UTC.tar

[node0_RP0_CPU0:/harddisk:/showtech]$tar -xvf showtech-script-2021-Nov-15.232847
showtech-script-2021-Nov-15.232847.UTC/
showtech-script-2021-Nov-15.232847.UTC/node0_RP0_CPU0-ps-grep-python-output
showtech-script-2021-Nov-15.232847.UTC/node0_RP0_CPU0-script_action_log
showtech-script-2021-Nov-15.232847.UTC/node0_RP0_CPU0-script-mgmt/
showtech-script-2021-Nov-15.232847.UTC/node0_RP0_CPU0-script-mgmt/config/
showtech-script-2021-Nov-15.232847.UTC/node0_RP0_CPU0-script-mgmt/logs/
showtech-script-2021-Nov-15.232847.UTC/node0_RP0_CPU0-script-mgmt/logs/exec_sample_script.py_exec_1625009314/
showtech-script-2021-Nov-15.232847.UTC/node0_RP0_CPU0-script-mgmt/logs/exec_sample_script.py_exec_1625009314/stderr.log
showtech-script-2021-Nov-15.232847.UTC/node0_RP0_CPU0-script-mgmt/logs/exec_sample_script.py_exec_1625009314/stdout.log
showtech-script-2021-Nov-15.232847.UTC/node0_RP0_CPU0-script-mgmt/exec/
showtech-script-2021-Nov-15.232847.UTC/node0_RP0_CPU0-script-mgmt/exec/exec_sample_script.py
showtech-script-2021-Nov-15.232847.UTC/node0_RP0_CPU0-script-mgmt/process/
showtech-script-2021-Nov-15.232847.UTC/node0_RP0_CPU0-script-mgmt/eem/
showtech-script-2021-Nov-15.232847.UTC/node0_RP0_CPU0-script-mgmt/.script-mgmt/
showtech-script-2021-Nov-15.232847.UTC/node0_RP0_CPU0-script-mgmt/.script-mgmt/request_queue.json
showtech-script-2021-Nov-15.232847.UTC/node0_RP0_CPU0-script-mgmt/.script-mgmt/script_db.json
showtech-script-2021-Nov-15.232847.UTC/node0_RP1_CPU0-ps-grep-python-output
showtech-script-2021-Nov-15.232847.UTC/cfg-node0_RP0_CPU0.tar
showtech-script-2021-Nov-15.232847.UTC/node0_RP0_CPU0-script_watcher_log
showtech-script-2021-Nov-15.232847.UTC/node0_RP1_CPU0-top-output-2
showtech-script-2021-Nov-15.232847.UTC/node0_RP1_CPU0.tech.gz
showtech-script-2021-Nov-15.232847.UTC/system.tech.gz
showtech-script-2021-Nov-15.232847.UTC/node0_RP0_CPU0-top-output-2
showtech-script-2021-Nov-15.232847.UTC/node0_RP0_CPU0-script_agent_log
showtech-script-2021-Nov-15.232847.UTC/node0_RP1_CPU0-script-mgmt/
showtech-script-2021-Nov-15.232847.UTC/node0_RP1_CPU0-script-mgmt/config/
showtech-script-2021-Nov-15.232847.UTC/node0_RP1_CPU0-script-mgmt/logs/
showtech-script-2021-Nov-15.232847.UTC/node0_RP1_CPU0-script-mgmt/logs/exec_sample_script.py_exec_1625009314/
showtech-script-2021-Nov-15.232847.UTC/node0_RP1_CPU0-script-mgmt/logs/exec_sample_script.py_exec_1625009314/stderr.log
showtech-script-2021-Nov-15.232847.UTC/node0_RP1_CPU0-script-mgmt/logs/exec_sample_script.py_exec_1625009314/stdout.log
showtech-script-2021-Nov-15.232847.UTC/node0_RP1_CPU0-script-mgmt/exec/
showtech-script-2021-Nov-15.232847.UTC/node0_RP1_CPU0-script-mgmt/exec/exec_sample_script.py
showtech-script-2021-Nov-15.232847.UTC/node0_RP1_CPU0-script-mgmt/process/
showtech-script-2021-Nov-15.232847.UTC/node0_RP1_CPU0-script-mgmt/eem/
showtech-script-2021-Nov-15.232847.UTC/node0_RP1_CPU0-script-mgmt/.script-mgmt/
showtech-script-2021-Nov-15.232847.UTC/node0_RP1_CPU0-script-mgmt/.script-mgmt/request_queue.json
showtech-script-2021-Nov-15.232847.UTC/node0_RP1_CPU0-script-mgmt/.script-mgmt/script_db.json
showtech-script-2021-Nov-15.232847.UTC/node0_RP0_CPU0.tech.gz
showtech-script-2021-Nov-15.232847.UTC/node0_RP0_CPU0-top-output-1
showtech-script-2021-Nov-15.232847.UTC/node0_RP0_CPU0-script_control_log
showtech-script-2021-Nov-15.232847.UTC/node0_RP0_CPU0-script_manager_log
showtech-script-2021-Nov-15.232847.UTC/node0_RP1_CPU0-top-output-1
showtech-script-2021-Nov-15.232847.UTC/node0_RP0_CPU0-script_oper_log
```