Troubleshooting

Log and show commands

This reference provides information about the log and show commands available for Cisco NFVIS. These commands translate to corresponding Linux commands like virsh, ovs, and ip. The tech-support includes all the logs, and you can download tech-support and record the time of the occurrence of error.

Support commands and show commands

These commands translate to corresponding linux commands like virsh, ovs and ip:

Command	Description
System	
`show system status`	To display system defaults and services status.
`show system disk-space`	To display information about the system disk space.
`show system memory`	To display information about the system memory. If DPDK is enabled, check if HugePage is available to use.
`show resources cpu-info`	To get information on the resource assignment.
VM	
`support virsh all-info`	To display the output of all supported VM and index by number.
`support virsh dumpxml <num>`	To display all information about one VM index by <num>
`support virsh domiflist <num>`	To display the list of interfaces on VM index by <num> and MAC address of the VNICs.

Command	Description
support flush cache memory	To clear cache memory and free up some system memory for seamless performance of Cisco NFVIS. Clearing caches using support flush cache command can help resolve issues related to outdated or corrupted cache data. For example, clearing the cache in a web browser can help resolve issues such as slow page load times of Cisco NFVIS portal.
Network	
support show ifconfig	To display the configuration details of all network interfaces or a specific interface.
support virsh net-list	To display all the networks in the host
support virsh net-dumpxml <network name>	To display the network information about one network and bridge attachment.
support virsh iface-list	To display a list of interfaces on the host.
Bridge	
support ovs vsctl show	To display an overview of the bridge, port and vlan tag.
support ovs appctl fdb-show <bridge-name>	To display information about the ports of a bridge.
support ovs all-info	To display the output of all supported ovs commands
Firewall	
support show firewall get-all-rule	

Log files

The tech-support includes all the logs. Download tech-support and record the time of the occurrence of error.

Command	Description
show log	To display a list of available log files or content of a specific log file.
show log nfvis_syslog.log	To display syslogs.
show log nfvis_config.log	To display system configuration related logs.
show log esc/escmanager.log	To display VM deployment related logs.

Configure packet capture

The Packet Capture feature helps you capture all packets being transmitted and received over physical and virtual network interface controllers (physical port and vNIC) for analysis. These packets are inspected to diagnose and solve network problems.

- You can customize the configuration to capture specific packets such as Internet Control Message Protocol (ICMP), TCP, UDP, and Address Resolution Protocol (ARP).
- You can specify a time period over which packets are captured. The default is 60 seconds.

Packets are stored in the */data/intdatastore/pktcaptures* folder on the host server.

Procedure

Step 1 Configure packet capture on a physical port.

Example:

```
configure terminal
tcpdump port eth0

Output: pcap-location /data/intdatastore/pktcaptures/tcpdump_eth0.pcap
```

Step 2 Configure packet capture on a vNIC.

Example:

```
configure terminal
tcpdump vnic tenant-name admin deployment-name 1489084431 vm-name ROUTER vnic-id 0 time 30

Output: pcap-location /data/intdatastore/pktcaptures/1489084431_ROUTER_vnic0.pcap
```

Table 1: Types of errors

Error	Scenario
Port/vnic not found	When non-existing interface is given as input.
File/directory not created	When the system is running out of disk space.
The **tcpdump** command fails	When the system is running out of disk space.

These errors are logged in the *nfvis_config.log*. By default, warnings and errors are logged.

Packet capture is configured and packets are captured to the specified location for analysis.