



Generating Troubleshooting Files

In some cases, if you have a problem with your appliance, Support may ask you to generate troubleshooting files to help them diagnose the problem. You can select any of the options listed in the following table to customize the troubleshooting data that the ASA FirePOWER module reports.

Table A-1 *Selectable Troubleshoot Options*

This option...	Reports...
Snort Performance and Configuration	data and configuration settings related to Snort on the appliance
Hardware Performance and Logs	data and logs related to the performance of the appliance hardware
System Configuration, Policy, and Logs	configuration settings, data, and logs related to the current system configuration of the appliance
Detection Configuration, Policy, and Logs	configuration settings, data, and logs related to detection on the appliance
Interface and Network Related Data	configuration settings, data, and logs related to inline sets and network configuration of the appliance
Discovery, Awareness, VDB Data, and Logs	configuration settings, data, and logs related to the current discovery and awareness configuration on the appliance
Upgrade Data and Logs	data and logs related to prior upgrades of the appliance
All Database Data	all database-related data that is included in a troubleshoot report
All Log Data	all logs collected by the appliance database
Network Map Information	current network topology data

Note that some options overlap in terms of the data they report, but the troubleshooting files will not contain redundant copies, regardless of what options you select.

For more information, see the following sections:

- [Generating Appliance Troubleshooting Files, page A-1](#)
- [Downloading Troubleshooting Files, page A-2](#)

Generating Appliance Troubleshooting Files

License: Any

Use the following procedure to generate customized troubleshooting files that you can send to Support.

To generate troubleshooting files:

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- Step 1** In ASDM, select **Configuration > ASA FirePOWER Configuration > Tools > Troubleshooting**.
- Step 2** Click **Generate Troubleshooting Files**.
The Troubleshooting Options pop-up window appears.
- Step 3** Select **All Data** to generate all possible troubleshooting data, or select individual check boxes to customize your report. For more information, see the [Selectable Troubleshoot Options](#) table.
- Step 4** Click **OK**.
The ASA FirePOWER module generates the troubleshooting files. You can monitor the file generation process in the task queue (**Monitoring > ASA FirePOWER Monitoring > Task Status**).
- Step 5** Continue with the procedure in the next section, [Downloading Troubleshooting Files](#).
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Downloading Troubleshooting Files

License: Any

Use the following procedure to download copies of your generated troubleshooting files.

To download troubleshooting files:

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- Step 1** In ASDM, select **Monitoring > ASA FirePOWER Monitoring > Task Status**.
The Task Status page appears.
- Step 2** Find the task that corresponds to the troubleshooting files you generated.
- Step 3** After the appliance generates the troubleshooting files and the task status changes to **Completed**, click **Click to retrieve generated files**.
- Step 4** Follow your browser's prompts to download the files.
The files are downloaded in a single `.tar.gz` file.
- Step 5** Follow the directions from Support to send the troubleshooting files to Cisco.
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