Troubleshooting System Management

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Overview

This chapter provides links to documents authored by Cisco subject matter experts (SMEs). They aim to help you resolve technical issues without requiring a support ticket. If these documents are unable to resolve your issue, we recommend visiting the applicable Cisco Community. There is a wealth of information and advice available from fellow Cisco customers who may have experienced this issue already and provided a solution. If you are not able to find a resolution on the Community, it may be best that you raise a support ticket at Cisco Support. In cases where a support ticket has to be raised, these documents provide guidance about the data that should be collected and added to the support ticket. Specify the support document you referred, and TAC can create an improvement request with the document owner.

Support Articles

The documents in this section were created using specific software and hardware listed in the Components Used section of each article. However, this does not mean that they are limited to what is listed in Components Used, and generally remain relevant for later versions of software and hardware. Note that there could be some changes in the software or hardware that can cause commands to stop working, the syntax to change, or GUIs and CLIs to look different from one release to another.

The following are the support articles associated with this technology:

Document	Description
Cisco Smart Licensing - Troubleshooting Steps and Considerations on Catalyst platforms	This document describes how to work with Cisco Smart Licensing (cloud-based system) to manage software licenses on Catalyst switches.
Upgrade Guide for Cisco Catalyst 9000 Switches	This document describes upgrade methods for Catalyst9000 (Cat9K) switches.

Document	Description
Recommended Releases for Catalyst 9200/9300/9400/9500/9600 and Catalyst 3650/3850 Platforms	This document is to help customers find a stable software release for the enterprise switching platforms running Catalyst 9000 series switches.
Migrate Catalyst License to Smart Licensing Using Policy	This document describes what to expect after migration from an older license mechanism to the new "Smart Licensing Using Policy" mechanism in Cisco IOS XE 17.3.2 release and future releases.
Smart Licensing using Policy on Catalyst Switching Platforms	This document describes the Smart Licensing feature using Policy on Catalyst Switching Platforms and its various supported deployment mechanisms, from Cisco IOS XE 17.3.2 release and future releases.
Extended Fast Software Upgrade on Catalyst 9300 Platform	This document describes the Extended Fast Software Upgrade (xFSU) feature available on Catalyst 9300 series switches starting IOS-XE 17.3.2a version.
Troubleshoot and Recover Catalyst 9000 Switches from Upgrade Failure Scenarios	This document describes the common failure scenarios that occur when Catalyst 9000 series devices are upgraded along with the procedure to recover them.
Configuration Register equivalent CLIs in IOS-XE	This document describes how to modify certain system parameters using CLI commands on Catalyst 9000 switches running Cisco IOS XE. These commands are an alternative to changing the configuration-register value on Cisco IOS.
Understand Hardware Resources on Catalyst 9000 Switches	This document describes how to understand and troubleshoot hardware resources on Catalyst 9000 series switches.
Understand IPv4 Hardware Resources on Catalyst 9000 Switches	This document describes how to understand and verify IPv4 Forwarding Information Base (FIB) hardware usage on Catalyst 9000 series switches.
Use the -O Option to Ensure Successful SCP from Clients on OpenSSH9.0 to IOS XE Devices	This document describes how to use the -O option to ensure successful SCP from clients on OpenSSH9.0 to Cisco IOS XE devices.

Feedback Request

Your input helps. A key aspect to improving these support documents is customer feedback. Note that these documents are owned and maintained by multiple teams within Cisco. If you find an issue specific to the document (unclear, confusing, information missing, etc):

- Provide feedback using the **Feedback** button located at the right panel of the corresponding article. The document owner will be notified, and will either update the article, or flag it for removal.

- Include information regarding the section, area, or issue you had with the document and what could be improved. Provide as much detail as possible.

Disclaimer and Caution

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.