

ACI에 대한 기술 지원 및 TAC 요청 출력 수집 가이드

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ACI TAC / TAC 1

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<https://community.cisco.com/t5/data-center-documents/aci-on-demand-techsupport-collection-when-first-opening-an-sr/ta-p/3215947>

<https://community.cisco.com/t5/data-center-documents/aci-collecting-a-local-techsupport-from-an-apic-or-switch/ta-p/3390692>

표 1:기술 수집 매트릭스 로그/표시(외부 섹션에 추가)

문제	수집 대상
업그레이드 문제	업그레이드 문제가 발생한 노드의 기술 표시 컨트롤러에서 기술 표시 기본 TAC 출력 소스 노드의 기술 표시(소스 엔드포인트가 연결된 위치)
임의 연결 문제	dst 노드의 기술 표시(dstendpoint가 연결된 위치) 기본 TAC 출력 더 빠른 디버깅을 위해 TAC에 참여 노드가 재부팅되는 경우
완전한 연결 손실	• 노드의 기술 표시(src 및 dst) • spine에서 기술 표시 • 컨트롤러에서 기술 표시 • 기본 TAC 출력
클러스터링 문제	컨트롤러에서 기술 표시 기본 TAC 출력

라우팅 문제	라우팅 문제가 표시되는 테두리 리프 또는 노드의 기술 표시 기본 TAC 출력
Crash	충돌이 발생한 노드의 기술 표시 충돌/코어 파일 추가 코어 파일

APIC UI ACI show tech

참고 TAC에서 명시적으로 요청하는 경우가 아니면 TechSupport 시간 범위를 지정하지 마십시오. 과도한 로그 변동이 있을 경우 로그가 손실되어 TAC에서 적시에 RCA를 제공할 수 있는 기능에 심각한 영향을 미칠 수 있습니다. Techsupport Time Range가 제공되면 'last file modification' 타임스탬프를 기반으로 로그를 트림하고 로그 파일 자체 내의 타임스탬프를 기반으로 하지 않습니다.

1. .
2. / .
3. Navigation() Export Policies() .
4. TechSupport **Create** On-demand TechSupport() . *Create On-demand TechSupport* .
5. Create On-demand TechSupport() . **Export to Controller** . Techsupport GUI **Operational()** . Include **All Controllers in TechSupport(TechSupport)** APIC . Source **Nodes()** Techsupport .
6. Submit() On-Demand Techsupport Policy() .

1. . *Admin > Import/Export > Export Policies > On-demand TechSupport* . **TechSupport** . **On-Demand Techsupport Policy()** Main() Trannch/Hammer(/) Collect Tech Supports() .

2. .

Techsupport

1. Techsupport **Export to Controller** Export Destination(Remote Location) .
2. **Export to Controller** , . *Admin() > Import/Export(/) > Export Policies() > On-demand TechSupport* . http/https . 3 .

: 2.2 UI Techsupport "admin" . . UI , sftp APIC **"/data/techsupport/"** .

: techsupport URL APIC .

:"files/2/techsupport.tgz" APIC 2 **"/data/techsupport/"** .

Techsupport Export to **Controller** GUI ACI (APIC) 3 URL . URL . TAC - 3 .

URL 3 .

```

      :      ?
_1of3.tgz / TAC RCA
_logs_3of3.tgz TAC RCA
DB_db_2of3.tgz MO ****

```

:Export to Controller() Export Destination() Remote Location() 3 .

scp sftp (: WinSCP FileZilla) APIC .

1. APIC (sftp). () APIC APIC .

2. APIC /data/techsupport (APIC).

TechSupport . "ABCTECH" .

ACI CLI show tech

Techsupport . show tech .

Techsupport

- APIC
- APIC ACI
- ACI APIC .
- ()

APIC Techsupport

1. APIC SSH "rescue-user" . "admin" .

2. **bash -c "techsupport local"** .

Using username "admin". Application Policy Infrastructure Controller apic1# bash -c "techsupport local" This command is being deprecated on APIC controller, please use NXOS-style equivalent command Running bash commands Completed 1 of 10 commands Completed 2 of 10 commands Completed 3 of 10 commands Completed 4 of 10 commands Completed 5 of 10 commands Completed 6 of 10 commands Completed 7 of 10 commands Completed 8 of 10 commands Completed 9 of 10 commands Completed 10 of 10 commands Starting data compression Techsupport collected at /data/techsupport/local_apic1_2018-05-29T08-17.tgz . Please remove the file once done.

3.

A:SCP WinSCP pscp.exe(Windows) SCP (MAC) B:HTTPS Chrome/Firefox

:**https://[aci.apic.ip.ad]/files/[apic#]/techsupport/[ts_filename]** :

https://172.16.176.120/files/1/techsupport/local_apic1_2018-05-29T08-17.tgz "Save File()" .

ACI Switch Techsupport

1. ACI SSH APIC "admin" .

2. **"techsupport local"**

```

fab5-leaf1# techsupport local Running bash commands Completed 1 of 9 commands Completed 2 of 9
commands Completed 3 of 9 commands Completed 4 of 9 commands Completed 5 of 9 commands Completed
6 of 9 commands Completed 7 of 9 commands Completed 8 of 9 commands Completed 9 of 9 commands
Starting data compression Techsupport collected at /data/techsupport/local_fab5-leaf1_2018-05-
29T08-16.tgz . Please remove the file once done

```

3. .

- A:SCP ACI techsupport WinSCP pscp.exe(Windows) SCP (MAC)
- B:APIC HTTPS
APIC CLI (4 APIC). ACI APIC techsupport . scp [node-name]:/data/techsupport/[ts_filename] /data/techsupport :apic1# scp fab5-leaf1:/data/techsupport/local_fab5-leaf1_2018-05-29T08-16.tgz /data/techsupportChrome/Firefox :https://[aci.apic.ip.ad]/files/[apic#]/techsupport/[ts_filename] :https://172.16.176.120/files/1/techsupport/local_fab5-leaf1_2018-05-29T08-16.tgz "Save File()" .

, , TAC

TAC Faults, Events, Audit logs . RCA .APIC . apic /tmp tar . SCP apic SCP .APIC tmp/tac-outputs .

, 10,000. TAC .

4.1(1i) show tech .

```
bash

mkdir /tmp/tac-outputs

cd /tmp/tac-outputs

icurl 'http://localhost:7777/api/class/firmwareARunning.xml' > /tmp/tac-outputs/firmwareARunning.xml

icurl 'http://localhost:7777/api/class/fabricNode.xml' > /tmp/tac-outputs/fabricNode.xml

icurl 'http://localhost:7777/api/class/faultInfo.xml' > /tmp/tac-outputs/faultInfo.xml

icurl 'http://localhost:7777/api/class/aaaModLR.xml?order-by=aaaModLR.created|desc&page-size=100000' > /tmp/tac-outputs/aaaModLR.xml

icurl 'http://localhost:7777/api/class/faultRecord.xml?order-by=faultRecord.created|desc&page-size=100000' > /tmp/tac-outputs/faultRecord.xml
icurl 'http://localhost:7777/api/class/faultRecord.xml?order-by=faultRecord.created|desc&page-size=100000&page=1' > /tmp/tac-outputs/faultRecord-1.xml
icurl 'http://localhost:7777/api/class/faultRecord.xml?order-by=faultRecord.created|desc&page-size=100000&page=2' > /tmp/tac-outputs/faultRecord-2.xml
icurl 'http://localhost:7777/api/class/faultRecord.xml?order-by=faultRecord.created|desc&page-size=100000&page=3' > /tmp/tac-outputs/faultRecord-3.xml
icurl 'http://localhost:7777/api/class/faultRecord.xml?order-by=faultRecord.created|desc&page-size=100000&page=4' > /tmp/tac-outputs/faultRecord-4.xml

icurl 'http://localhost:7777/api/class/eventRecord.xml?order-by=eventRecord.created|desc&page-size=100000' > /tmp/tac-outputs/eventRecord.xml
icurl 'http://localhost:7777/api/class/eventRecord.xml?order-by=eventRecord.created|desc&page-size=100000&p...' > /tmp/tac-outputs/eventRecord1.xml
icurl 'http://localhost:7777/api/class/eventRecord.xml?order-by=eventRecord.created|desc&page-size=100000&p...' > /tmp/tac-outputs/eventRecord2.xml
icurl 'http://localhost:7777/api/class/eventRecord.xml?order-by=eventRecord.created|desc&page-size=100000&p...' > /tmp/tac-outputs/eventRecord3.xml
```

```
icurl 'http://localhost:7777/api/class/eventRecord.xml?order-by=eventRecord.created|desc&page-size=100000&p...' > /tmp/tac-outputs/eventRecord4.xml
```

```
cd /tmp
tar zcvf tac-outputs.tgz tac-outputs
cp tac-outputs.tgz /data/techsupport
```

중요 참고 사항:

때때로 10만 개의 레코드를 동시에 검색할 수 없습니다. 따라서 파일을 압축하기 전에 각 faultRecord, eventRecord 및 aaaModLR 파일이 비어 있지 않은지 확인해야 합니다. 크기가 몇 Meg일 것입니다. 2바이트만 있는 경우 비어 있을 수 있습니다. 이 경우 더 작은 페이지 크기(예: 20k 또는 그런 것)로 다시 시도하십시오.

디렉토리에서 SCP/SFTP tac-outputs.tgz를 선택하거나 /data/techsupport에 복사된 경우 다음 URL 및 admin 계정을 통해 GUI에서 다운로드할 수 있습니다. <https://x.x.x.x/files/y/techsupport/tac-outputs.tgz>

여기서 $x.x.x.x$ = APIC IP 및 y = APIC ID

*여기에 설명된 스크립트를 사용하여 tacOutput 컬렉션을 수집할 수 있습니다.

ACI

ACI 스위치 노드 및 APIC에는 시스템의 다양한 기능 측면을 제어하는 다양한 프로세스가 있습니다. 시스템에 특정 프로세스에서 소프트웨어 오류가 발생하면 코어 파일이 생성되고 프로세스가 다시 로드됩니다. 프로세스가 crash하고 코어 파일이 생성되면 오류 및 이벤트가 생성됩니다. 스위치/APIC의 프로세스가 충돌하면 코어 파일이 압축되어 APIC에 복사됩니다.

APIC APIC GUI . ADMIN -> IMPORT/EXPORT in Export Policies -> **Core** . . APIC APIC .

"Operational()" () . (), .

"Export Location()" . APIC .

APIC /data/techsupport APIC SSH/SCP . APIC /data/techsupport , GUI Export Location() APIC . **"files/3/" 3(APIC3)** . Leaf **Spine** APIC **"/logflash/core"** .SCP APIC APIC SCP .

Core

Just copy paste the block of commands on the ACI leaf that crashed

```
bash -c '
```

```
# set this to correct leaf name
```

```
leaf="$(hostname)""_data"
```

```
# collect data
```

```
mkdir /data/techsupport/$leaf
```

```
cd /data/techsupport/$leaf
```

```
show system reset-reason > show_sys_rr.log
```

```

vsh -c "show logging onboard internal reset-reason" > show_logg_onb_internal_rr.log

vsh -c "show logging onboard stack-trace" > show_logg_onb_stack-trace.log

vsh -c "show logging onboard card-boot-history" > show_logg_onb_card-boot-history.log

vsh -c "show processes log details" > show_process_log_detail.log

df -h > df.log

cp /var/log/dmesg ./

cp -rf /mnt/ifs/log/last_run/ ./

mkdir bootflash; cp /bootflash/mem_log* ./bootflash/

mkdir mnt_pss; cp -rf /mnt/pss/* ./mnt_pss/

mkdir mnt_pstore; cp -rf /mnt/pstore/* ./mnt_pstore/


# compress and combine files

cd /data/techsupport

zipfile="$leaf".tgz"

tar -zcvf ./zipfile ./leaf/*

rm -rf ./leaf/*

rmdir ./leaf

```

```

echo ""

echo " //// Please collect /data/techsupport/"$zipfile" and upload to SR ////"

,

```

Show tech for AVE(ACI Virtual Edge)

AVE CLI .show tech /tmp .SCP .

cisco-ave:~\$ vem

. .

dpa

...

/tmp/dbgexp_ave_sw-dvs-60_10.48.16.46_2019-0226-1408_logs.tgz

cisco-ave:tmp\$ tar -tf dbgexp_ave_sw-dvs-60_10.48.16.46_2019-0226-1408_logs.tgz

dbgexp_ave_sw-dvs-60_10.48.16.46_2019-0226-1408_logs/

dbgexp_ave_sw-dvs-60_10.48.16.46_2019-0226-1408_logs/cisco-vemlog.txt

dbgexp_ave_sw-dvs-60_10.48.16.46_2019-0226-1408_logs/cisco-vem-support.txt

dbgexp_ave_sw-dvs-60_10.48.16.46_2019-0226-1408_logs/cisco-vemdpa.txt

dbgexp_ave_sw-dvs-60_10.48.16.46_2019-0226-1408_logs/cisco-top.txt

dbgexp_ave_sw-dvs-60_10.48.16.46_2019-0226-1408_logs/log

dbgexp_ave_sw-dvs-60_10.48.16.46_2019-0226-1408_logs/log/gruby_prune_debug

dbgexp_ave_sw-dvs-60_10.48.16.46_2019-0226-1408_logs/log/lastlog

dbgexp_ave_sw-dvs-60_10.48.16.46_2019-0226-1408_logs/log/wtmp

dbgexp_ave_sw-dvs-60_10.48.16.46_2019-0226-1408_logs/log/tuned/

dbgexp_ave_sw-dvs-60_10.48.16.46_2019-0226-1408_logs/log/tuned/tuned.log

dbgexp_ave_sw-dvs-60_10.48.16.46_2019-0226-1408_logs/log/audit/

dbgexp_ave_sw-dvs-60_10.48.16.46_2019-0226-1408_logs/log/anaconda/

dbgexp_ave_sw-dvs-60_10.48.16.46_2019-0226-1408_logs/log/rhsm/

dbgexp_ave_sw-dvs-60_10.48.16.46_2019-0226-1408_logs/log/firewalld

dbgexp_ave_sw-dvs-60_10.48.16.46_2019-0226-1408_logs/log/redis/

dbgexp_ave_sw-dvs-60_10.48.16.46_2019-0226-1408_logs/log/supervisor/

...

Vcenter ESX

The screenshot displays the vCenter ESX interface. The top navigation bar includes the URL 'bdsol-aci02-vc.cisco.com' and an 'Actions' dropdown menu. The 'Monitor' tab is active, with sub-tabs for 'Issues', 'Tasks & Events', 'System Logs', and 'Sessions'. The 'System Logs' sub-tab is selected, showing a log viewer for 'Journal de vCenter Server [vpxd-7.log]'. The log entries show timestamps and messages, including a section for VMware VirtualCenter and information about vpxd processes. The 'Actions' menu is open, listing various options such as 'New Datacenter...', 'New Folder...', 'Deploy OVF Template...', 'Export System Logs...', 'Assign License...', 'Settings', 'vCenter HA Settings', 'Tags & Custom Attributes', 'Add Permission...', 'Alarms', and 'Update Manager'.

bdso1-aci02-vc.cisco.com

Getting Started Summary **Monitor** Configure

Issues Tasks & Events **System Logs** Sessions

Journal de vCenter Server [vpxd-7.log]

2019-02-25T13:44:33.725Z Section for VMware VirtualCenter
2019-02-25T13:44:33.725Z info vpxd[7F2C8BC78700] [C
2fae-5b5366d59890)
2019-02-25T13:44:33.726Z info vpxd[7F2C8BC78700] [C
2019-02-25T13:44:33.747Z info vpxd[7F2C89BB7700] [C
vim.AuthorizationManager.hasUserPrivilegeOnEntities --
2019-02-25T13:44:33.747Z info vpxd[7F2C89BB7700] [C
2019-02-25T13:44:33.773Z info vpxd[7F2C89BB7700] [C
2019-02-25T13:44:33.875Z info vpxd[7F2C8AF5E700] [C
-- 52157544-2f06-726e-b804-591af4ea69cc(52fd6131-cc
2019-02-25T13:44:33.875Z info vpxd[7F2C8AF5E700] [C

Actions - bdsol-aci02-vc.cisco.com

- New Datacenter...
- New Folder...
- Deploy OVF Template...
- Export System Logs...**
- Assign License...
- Settings
- vCenter HA Settings
- Tags & Custom Attributes
- Add Permission...
- Alarms
- Update Manager

1 Select hosts

2 Select logs

Select hosts

Select host logs to put into an export bundle. You can optionally include vCenter Server and vSphere Web Client logs in the bundle.

Filter

☒	Name	Status	Cluster	Datacenter	Version
☒	 10.48.16.70	Connected	 AVE-Cluster	 POD02	6.0.0
☒	 10.48.16.82	Connected	 AVE-Cluster	 POD02	6.0.0
☒	 10.48.16.83	Connected	 AVE-Cluster	 POD02	6.0.0

☒ Include vCenter Server and vSphere Web Client logs.
The vCenter Server system you selected does not support export of individual system logs. All system logs will be exported from vCenter Server.

Back

Next

Finish

Cancel

Show tech

MSC (CSV JSON)

MAIN MENU

Admin

AUTHENTICATION

Providers

Login Domains

Backups

Audit Logs

ACI Multi-Site

Controller Status 3/3

Welcome, Admin

Audit Logs (312 Logs)

Most Recent

DATE	ACTION	TYPE	DETAILS	USER
Apr 11, 2018 10:50 AM	Created	Backup	Backup BackupRD_20180411085033 was created	admin (Admin User) Local
Apr 11, 2018 10:48 AM	Logged In	Authentication	User admin has successfully logged in	admin (Admin User) Local
Apr 11, 2018 10:08 AM	Deployed	Schema Site	Template Pod35-only was deployed on POD35	admin (Admin User) Local
Apr 11, 2018 10:08 AM	Deployed	Schema Site	Template Pod35-only was deployed on POD36	admin (Admin User) Local
Apr 11, 2018 10:08 AM	Updated	Schema	Schema DC-Schema was updated	admin (Admin User) Local
Apr 11, 2018 10:06 AM	Updated	Schema	Schema DC-Schema was updated	admin (Admin User) Local
Apr 11, 2018 10:06 AM	Updated	Template	Template Pod35-only was updated	admin (Admin User) Local
Apr 11, 2018 10:06 AM	Created	EPG	EPG test was created	admin (Admin User) Local



Troubleshooting Report

Reset Password

Log Out

Troubleshooting Report



Select Logs

- ☒ Sites
- ☒ Tenants
- ☒ Schemas
- ☒ Users
- ☒ Infra Logs

DOWNLOAD