



Collecting Tech Support Logs

Avi Technical Reference (v17.2)

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Collecting Tech Support Logs

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Overview

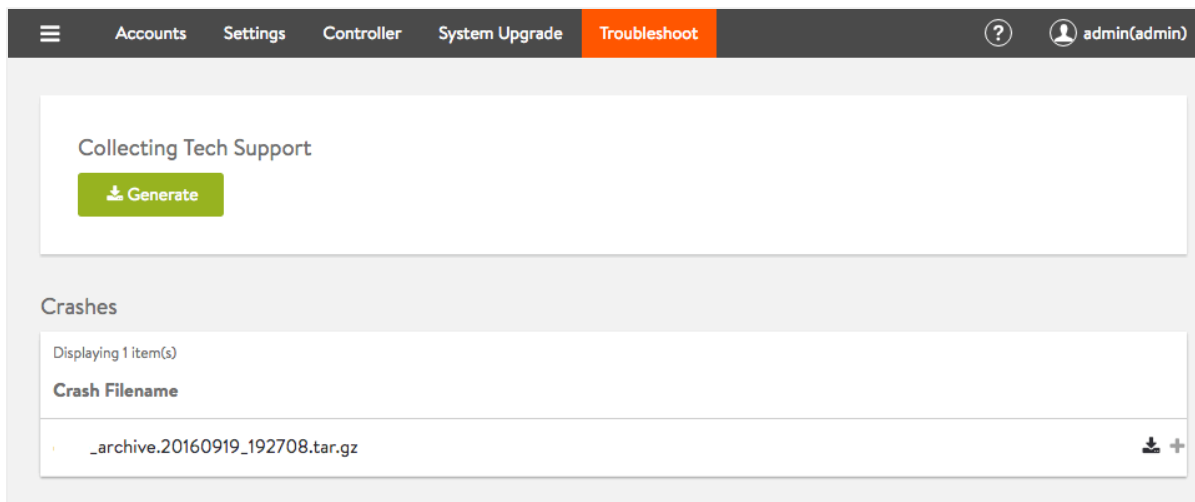
Tech support logs are used for offline troubleshooting. This article describes how to collect tech support logs from a single Avi Controller or 3-node Avi Controller cluster.

Note: In a 3-node Avi Controller cluster, the steps mentioned in this article automatically collect logs from all the three nodes. The commands need not be entered separately on each Avi Controller node.

Collecting tech support logs from Avi UI

Follow the instructions in this section to collect tech support logs from the Avi UI.

Navigate to Administration > Troubleshoot and select Generate to create tech support log files.



Click on the plus sign at the rightmost position in the archive row) to display additional information. Click on the download icon as shown in the below screenshot to download the tech support file to the local drive. Download the *.tar.gz* file and then convey it to Avi Support for further troubleshooting.

Collecting Tech Support

[Generate](#)

Crashes

Displaying 1 item(s)

Crash Filename	
archive.20160919_192708.tar.gz	Download

```

Reading symbols from /opt/avi/bin/controller...done.
[New LWP 20582]
[Thread debugging using libthread_db enabled]
Using host libthread_db library "/lib/x86_64-linux-gnu/libthread_db.so.1".
Core was generated by "/opt/avi/bin/controller -node_uuid=4230F1F4-76EA-BC7B-1237-2693345626A9 -metric".
Program terminated with signal SIGABRT, Aborted.
#0 0x00007fc363d4e9f3 in epoll_wait () from /lib/x86_64-linux-gnu/libc.so.6
#0 0x00007fc363d4e9f3 in epoll_wait () from /lib/x86_64-linux-gnu/libc.so.6
#1 0x000000000041c095 in boost::asio::detail::epoll_reactor::run (
    this=0x2795970, block=<optimized out>, ops=...)
    at /usr/include/boost/asio/detail/impl/epoll_reactor.hpp:392
#2 0x000000000041cf32 in do_run_one (ec=..., this_thread=..., lock=...,
    this=0x27958c0)
    at /usr/include/boost/asio/detail/impl/task_io_service.hpp:368
#3 boost::asio::detail::task_io_service::run (this=0x27958c0, ec=...)
    at /usr/include/boost/asio/detail/impl/task_io_service.hpp:153
#4 0x0000000000419705 in run (this=0x27dc148)
    at /usr/include/boost/asio/impl/io_service.hpp:59
#5 ControllerServicesWorker::Run (this=this@entry=0x27dc140)
    at /home/anpartha/git/clean/avi-dev/controller/controller.cc:54
#6 0x0000000000420d57 in setupServer (argc=<optimized out>,
    argv=<optimized out>)
    at /home/anpartha/git/clean/avi-dev/controller/main.cc:26
#7 0x00000000004112da in main (argc=1, argv=0x7ffe210ae0e0)
    at /home/anpartha/git/clean/avi-dev/controller/main.cc:109

```

Collecting tech support logs from Avi CLI

Follow the instructions in this section to collect tech support logs from the Avi CLI.

- In an Avi Controller cluster, one of the nodes is the leader or the primary node. Login to the leader node using any ssh client, such as putty. 10.10.1.1 is the leader node in this example.

```

login as: admin

Avi Cloud Controller

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Version:      17.1.6
Date:        2017-08-30 15:35:21 UTC
Build:       9022
Management: 10.10.2.2/22          UP

```

```
Gateway:      10.10.2.1          UP
admin@10.10.1.1's password:
```

To know more about the leader node in an Avi Controller cluster, refer to [Overview of the Controller Cluster](#). To know more about SSH key generation, refer to [Avi CLI access](#).

- Type `shell` command, and enter your credentials.

```
admin@avi-cntrl1:~$ shell
Login: admin
Password:
```

- From the `shell` prompt, run the command `show tech-support serviceengine`.

The command `show tech-support serviceengine` create debug logs for the particular SE.

Note: For reference, `Avi-Cluster1-SE1` is the Avi SE for which we want to collect the debug logs.

```
[admin:avi-cntrl1]: > show tech-support serviceengine Avi-cluster1-SE1
```

- This command generates core files and other debug logs, which are stored in `/tmp` directory on the Avi Controller leader node. Use `cd/tmp` command from the Avi CLI to get access to the `tmp` directory. Check the debug logs and the other log files, which are available in compressed form with `tar.gz` extension.

Sample tech support log file: `debuglogs.20170915-124030.tar.gz` The number `20170915` in the log file `debuglogs.20170915-124030.tar.gz` represents the date of generation of the log files, i.e., 15 Sep 2017.

The following are the available options that can be used while executing the `show tech-support` command.

```
[admin:cntrl]: > show tech-support
clustering      show system tech clustering
debuglogs       show system tech support
gslb            Collect GSLB logs on this site
placement       show system tech placement
portal          show system tech portal
serviceengine   show se tech-support
upgrade         show system tech upgrade
virtualsevice   show vs tech-support
[admin:cnrl]: > show tech-support
[admin:cntrl]: >
```

Additional Information

The following command collects the debug logs on each of the Avi Controller nodes. This option keeps the collected tech support bundle to a minimal size. The option is especially useful if the core archive bundles that are present have already been uploaded and fixed.

```
show tech-support debuglogs
```

Collecting tech support logs using Avi API

Follow the commands in this section to collect tech support logs using REST API.

```
GET https://api/techsupport/debuglogs

## Collecting Tech Support Logs via Script on the Controller

You can upload logs via <code>attach2case.py</code> script on the Controller. Before running the script, ensure:

* A per-user or per-account token for API authentication
* Forward proxy on the network which the Controller is part of
* Super user access to the Controller

**Note:** The <code>attach2case.py</code> script is found under **/opt/avi/scripts** directory.

The CLI format is as follows:

<pre><code class="language-lua">User@Test-MacBook-Pro:~$ ssh admin@10.10.22.117

Avi Cloud Controller

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Version:      17.1.8
Date:        2017-09-21 06:03:07 UTC
Build:       9020
Management:  10.10.22.62/23          UP
Gateway:     10.10.22.1             UP

admin@10.10.22.117's password:

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such license is available at
http://www.opensource.org/licenses/gpl-2.0.php and
http://www.opensource.org/licenses/lgpl-2.1.php
Last login: Fri Oct  6 07:01:03 2017 from 10.10.221.61
admin@Test-Cntl:~$
admin@Test-Cntl:~$ cd /opt/avi/scripts
admin@Test-Cntl:/opt/avi/scripts$ pwd
/opt/avi/scripts
admin@Test-Cntl:/opt/avi/scripts$ ls -l attach2case.py
```

```

rwxrwx-- 1 root root 14187 Sep 21 06:03 attach2case.py

root@Test-Cntl:/opt/avi/scripts# ./attach2case.py --help
usage: attach2case.py [-h] [-c CONFIG] [-d] [-H HOSTNAME] [-i]
[-p {http,https}] [-P] [-t TOKEN]
CASE-NUMBER FILE [FILE ...]

Attaches files to a case on the Avi Networks portal.

positional arguments:
CASE-NUMBER            case number to attach files to
FILE                  files to attach to the case

optional arguments:
-h, --help            show this help message and exit
-c CONFIG, --config CONFIG
                    Path to configuration file (JSON) (default: None)
-d, --debug           Enable HTTP debug (default: False)
-H HOSTNAME, --hostname HOSTNAME
                    HTTP hostname (default: avinetworks.com)
-i, --insecure        Allow insecure SSL connections (default: False)
-p {http,https}, --protocol {http,https}
                    HTTP protocol (default: https)
-P, --progress       Display progress indicator (default: False)
-t TOKEN, --token TOKEN
                    API authentication token

```

The script can be executed as follows:

```

<code class="language-lua">/opt/avi/scripts/attach2case.py -H avinetworks.com -t
<token>
  -P -p https
<case#>
  <file_path>
  </file_path>
</case#>
</token></code></pre>

```

Example

```

<pre><code class="language-lua">
admin@Test-Cntl:/opt/avi/scripts$ sudo su
[sudo] password for admin:
root@Test-Cntl:/opt/avi/scripts# ls -ltrh /home/admin/test
total 5.4G
-rwxrwxrwx 1 admin admin 3.5G Oct  6 06:44 test.tar.gz
-rwxrwxrwx 1 admin admin 2.0G Oct  6 06:47 controller.pkg

root@Test-Cntl:/opt/avi/scripts# ./attach2case.py -H avinetworks.com -t
<user_token>
  -P -p https 3763 /home/admin/test/controller.pkg 100% root@Test-Cntl:/opt/avi/scripts# ./attach2case.py -H avinetworks.com -t
<user_token>
  -P -p https 3763 /home/admin/test/test.tar.gz 100% Attaches files to a case on the Avi Networks portal.
</user_token>
</user_token></code></pre>

```

