



Collecting Tech Support Logs

Avi Technical Reference (v17.2)

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Collecting Tech Support Logs

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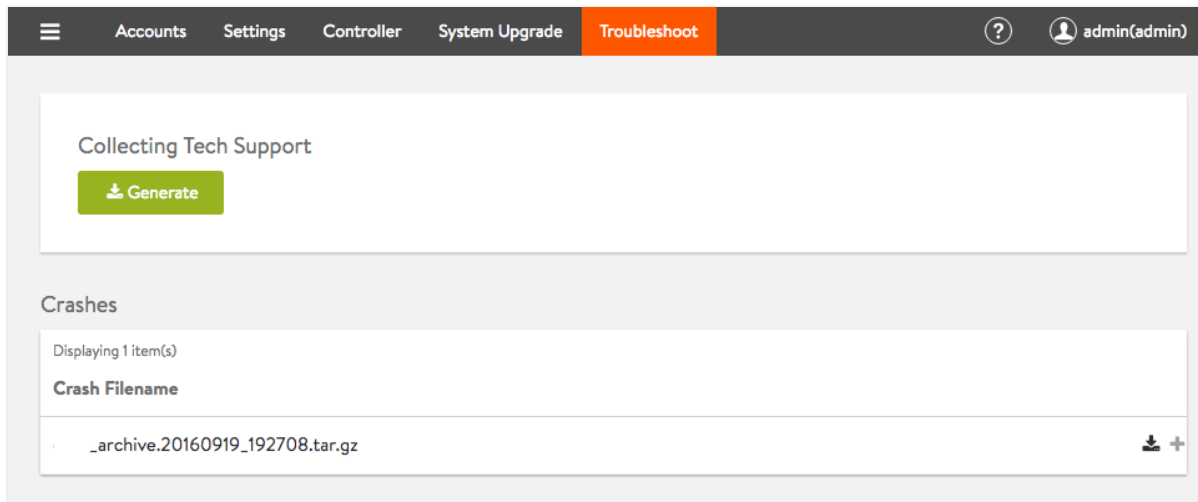
Tech support logs are used for offline troubleshooting. This article describes how to collect tech support logs from a single Avi Controller or 3-node Avi Controller cluster.

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	

```

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
virtualservice  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
```

The following command includes the collection of the core archive bundles.

```
show tech-support debuglogs filter include_archive
```

If you have external connectivity to AWS S3 from the Avi Controller, you can upload the tech support information to the Avi customer support S3 bucket, using the following command:

```
upload 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
GET https://api/techsupport/debuglogs?include_archive=true
GET https://api/techsupport/debuglogs?upload=true
```