Collect Logs from Cisco DNA Center Quick Start Guide

Contents

Introduction

This document describes the steps to collect necessary logs and command outputs from Cisco DNA Center.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- It is required that the user has Command Line Interface (CLI) access to the Cisco DNA Center.
- To log into Cisco DNA Center using CLI, you must connect via Secure Socket Shell (SSH) to your Cisco DNA Center's IP address using maglev as the username on port 2222.

Components Used

The information in this document is based on these software and hardware versions:

- Cisco DNA Center

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.

Background Information

Providing this information upfront in a Technical Assistance Center (TAC) Service Request (SR) helps you hit the ground running with respect to resolving your issue.

AURA Tool to Perform Health, Scale and Upgrade Readiness

Checks

Execute the AURA tool which is available on Github to perform Health, Scale and Upgrade Readiness checks on the Cisco DNA Center. The tool can also capture outputs from the fabric devices, ISE & WLC to perform multiple health, control plane, security plane, and Assurance based checks. It is extremely useful to run prior to an upgrade to ensure a smooth and successful upgrade. The tool can be scheduled to run on a regular basis.

More details available here.

Cisco DNA Center Issue Categorization

For any issues faced in the components mentioned in the Issue Description, refer to the corresponding Issue Categories detailed next to collect the required information.

Issue Category	Issue Description
Upgrade	Any failures observed during system/application upgrade flows.
Automation	Backup and Restore High Availability (HA) Managed Services Inventory/Discovery Network Design Provisioning IP Pools LAN Automation SWIM Template Provisioning NFV Provisioning PNP Smart Licensing Access Policy(ACA) Maps-Topology Integration issues with ISE, CMX, Cisco DNA-Spaces, UDN, NBAPI, NB-notifications, and so on.
Non-SDA Provisioning	Any failures observed in Non-SDA Provisioning flows.
Assurance	Analytics & Reports Telemetry Any other failures observed in Assurance flows.

GUI Issues	This is good to collect any errors observed in the GUI in addition to the information requested in other area-specific buckets.
Software-Defined Access	Any failures observed across the Software-Defined Access Fabric Devices.

Logs to be Collected for Upgrade Issues

Step 1. From the CLI of Cisco DNA Center, collect these command outputs:

```
maglev system_updater update_info
maglev catalog settings display
maglev catalog release_channel display -V
maglev catalog settings validate
etcdctl get /maglev/config/cluster/cloud
maglev catalog system_update_package display
maglev catalog package display
```

Step 2. Send the output of the system-updater service to a log file and use this command, and collect the file from the /tmp folder.

```
magctl service logs -r system-updater > /tmp/system-updater.log
```

Step 3. Collect the RCA logs as instructed in this document.

Logs to be Collected for Automation, Assurance or any SDA / Non-SDA Provisioning Issues

Step 1. Collect the RCA logs as instructed in this document.

Step 2. Run the Cisco DNA Center AURA tool

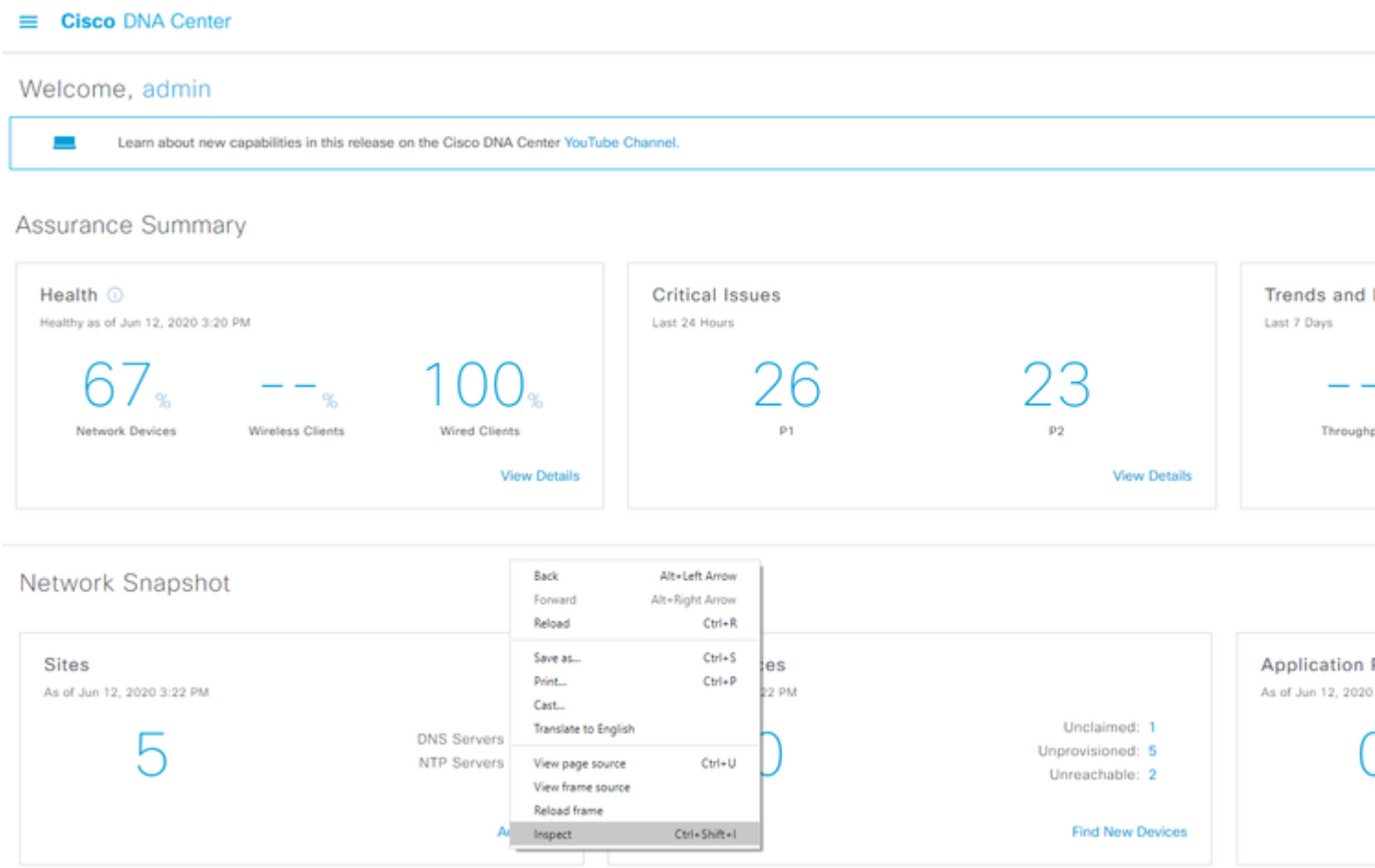
Logs to be Collected for GUI Issues

Step 1. Collect the RCA logs as instructed in this document.

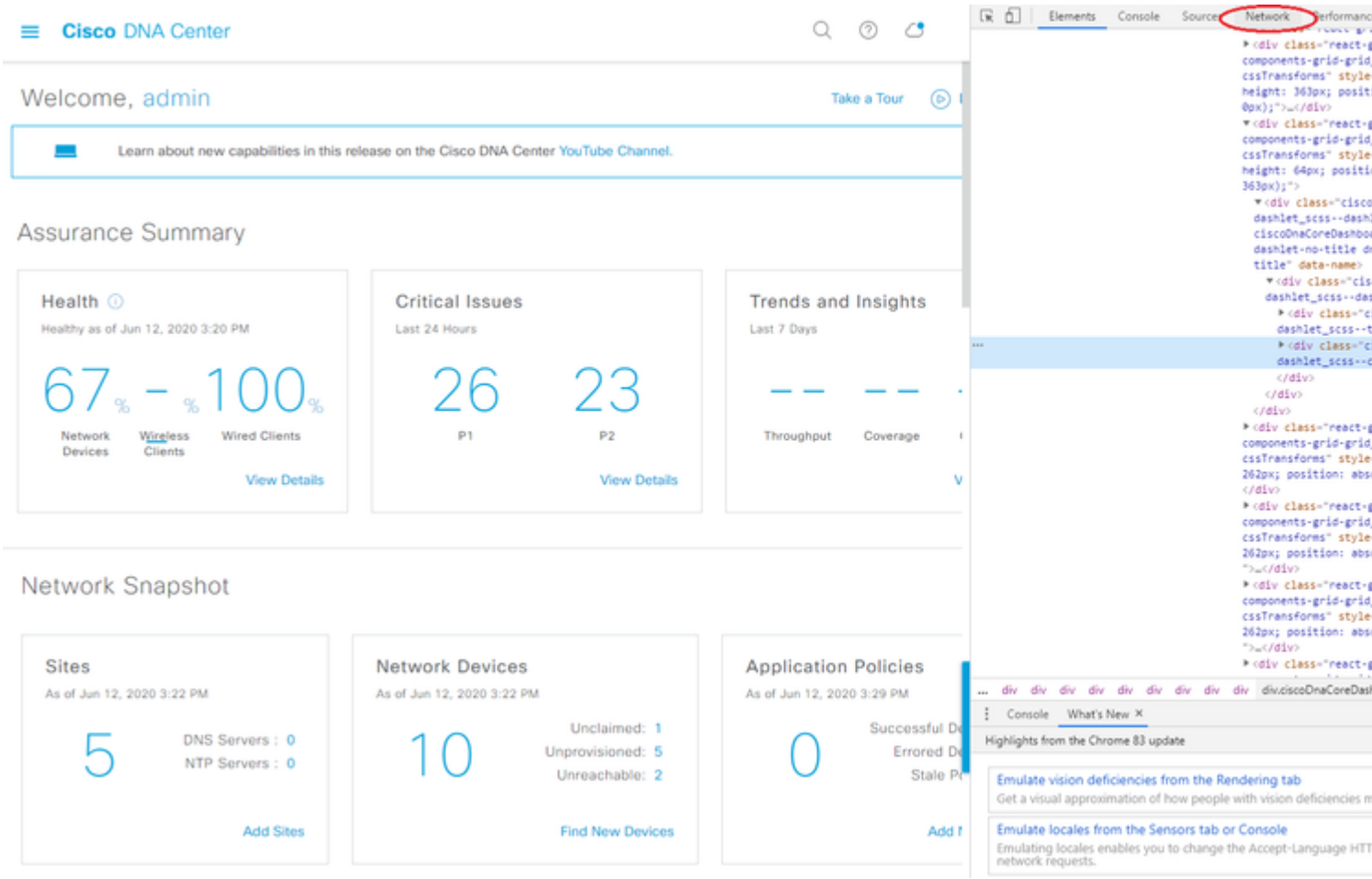
Step 2. Run the Cisco DNA Center AURA tool

Step 3. Collect HAR files from the web browser. Step by Step instructions for Chrome follow:

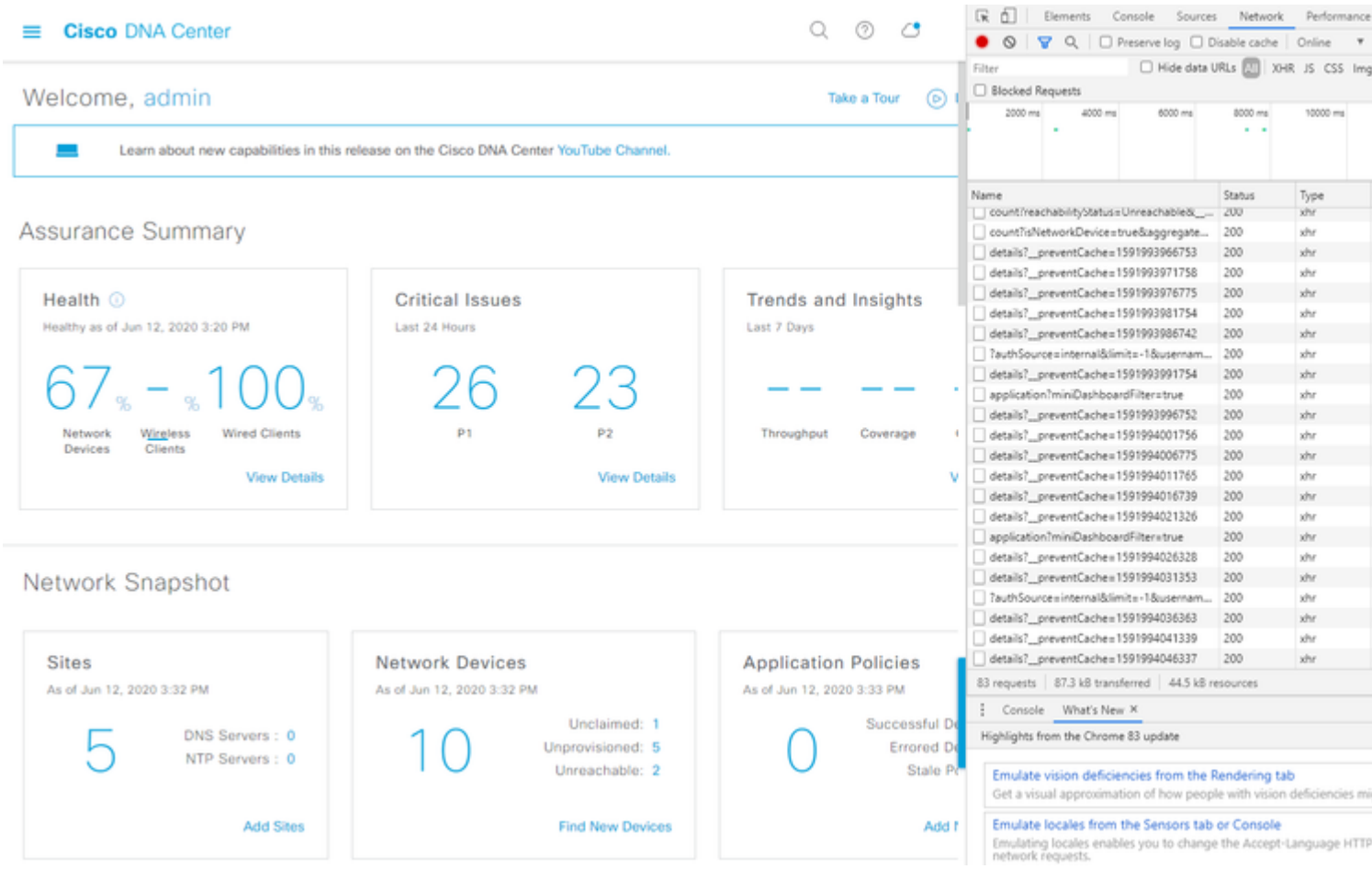
- When an error is seen in the GUI, navigate to and right-click on the page and choose **Inspect**.



- Inspect opens the Developer Tools on the right side of the page. Navigate to and click the **Network** tab, as shown:



- Click the **download arrow** (Export HAR) as shown:



- **Save** the HAR file locally, and be sure to upload it to your TAC Service Request.

Logs to be Collected from Network Devices for Software-Defined Access Network Issues

Step 1. Collect (via Cisco DNA Center Command Runner / or directly from device CLI) from all control-nodes, border-nodes, as well as affected edges for given Software-Defined Access fabric site:

terminal length 0

show tech-support

show tech-support fabric
show tech-support lisp
show tech-support cef
show tech-support isis
show tech-support platform