

# Tech-Support\_10.52-b Logs Collection

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## Introduction

This document describes how to collect Tech support logs from Cisco Optical devices (ONS 15454 and NCS2k).

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

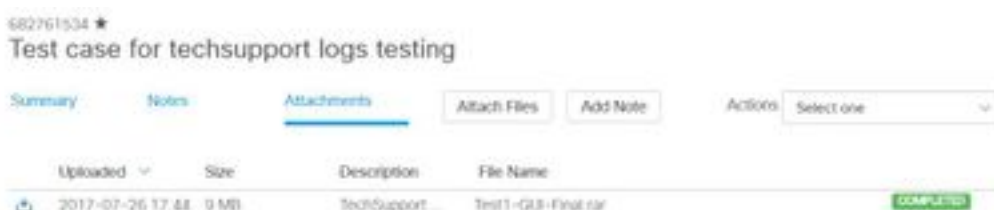
The information in this document is based on Multi-Service Transport Platform (MSTP) 15454 with release higher than 9.0.

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, make sure that you understand the potential impact of any command.

## Procedure to Run the Script

1. Download the attached "Test1-GUI-Final.rar" file on your PC from this link. It needs the Cisco ID for authentication.

<https://mycase.cloudapps.cisco.com/682761534>



682761534 ★  
Test case for techsupport logs testing

Summary Notes Attachments Attach Files Add Note Actions Select one ▾

Uploaded	Size	Description	File Name	
2017-07-26 17:44	9 MB	TechSupport ...	Test1-GUI-Final.rar	COMPLETED

or use this link; <https://cisco.app.box.com/s/vu7kukqgayztyircaukac2yid7kw5efp>

2. Extract it and Double click "Test1-GUI.exe" file



3. Input the required shelf and slot in this dialog box to collect the logs.

4. Select **all** in Shelf ID and Slot ID option if you want to collect logs from all shelves and cards in that node.

A screenshot of the 'Test1-GUI' dialog box. It has a light gray background. On the left, there are three labels: 'ENE Node IP Address', 'Shelf ID', and 'Slot ID'. To the right of each label is a white text input field. At the bottom of the dialog, there are three buttons: 'Run', 'Show', and 'Quit', each with a thin black border.

5. It will collect the logs for you on required ONS 15454 shelf and slot.

6. It runs commands (which are in tech support script) on that shelf and card to collect the logs once you select **y** as shown in the picture.

C:\Users\mahverma\Desktop\Test1-GUI-Final\Test1-GUI-Final\Test1-GUI-Final\Test1-GUI.exe

```
ENE Node IP Address: 10.105.142.205
Shelf ID: 1
Slot ID:1
Is this Node a Gateway/LAN connected or ENE node? Enter Y or N: y
Cisco NCS ONS 15xxx Diagnostics Script Version 10.5.2-b

This script is intended for QUALIFIED PERSONNEL ONLY. Customers
are requested to run the script only upon a recommendation from
Cisco Technical Assistance Center. Inappropriate use of the script
can have a Negative AND Service Affecting impact on your network.

Do you want to continue [y/n]:y
```

7. Once the logs collection will complete, a new file (with prefix as node name) will be created in same folder and share that file for further analysis.

**Note:** Running Tech support script on device does not impact services.

**Note:** Currently it is available for Window OS, not for mac.