

Generate the Root Cause Analysis File from Catalyst Center

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Support Bundle overview

The Support Bundle enables the collection of more modular and granular root cause analysis (RCA) data for different services. The RCA data includes relevant information specific to the selected service in addition to the cluster's metadata, such as node information, Catalyst Center version, packages, disaster recovery status, package release version, and so on.

Collect and upload provisioning failure root cause analysis data

This procedure shows how to collect root cause analysis (RCA) data from a provisioning failure and upload the RCA data to a Cisco TAC service request (SR).

Procedure

Step 1 From the top-right corner, click the help icon and choose **Support Bundle**.

Step 2 Click **Create Support Bundle**.

Step 3 In the **Create Support Bundle** slide-in pane, enter a name and description for the support bundle.

Step 4 Select the time period for which you're requesting support, and select the system category.

Step 5 From the **Application** drop-down list, select the applicable support bundle.

Step 6 Expand **Have Cisco Personnel Requested Any Additional Parameters?** and enter any additional parameters to optimize the RCA collection.

Step 7 Click **Submit**.

Step 8 Under the **Actions** column, click the download icon to download the newly created support bundle.

The support bundle RCA file downloads in .tar.gz file format.

Step 9 To upload the RCA file to a Cisco TAC service request, under the **Actions** column, click the upload icon.

Step 10 In the **RCA Upload - Generate CLI** window, do these tasks:

- Enter the **SR Number**.
- Enter the **File Upload Token**.
- Click **Generate CLI Commands**.
- Click **Copy** to copy the CLI commands.

Step 11 Log in to the Catalyst Center CLI and paste the CLI commands at the CLI shell prompt.