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# IOS-XE Troubleshooting Hands-on Lab

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LTRARC-3500

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Barcelona | January 27-31, 2020



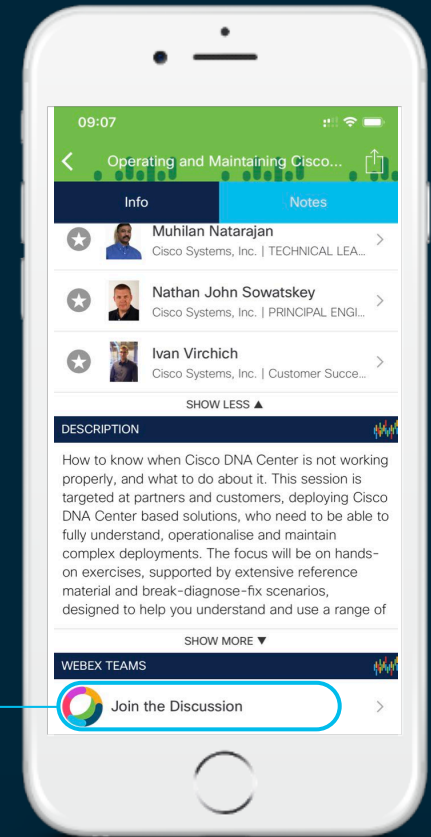
# Cisco Webex Teams

## Questions?

Use Cisco Webex Teams to chat with the speaker after the session

## How

- 1 Find this session in the Cisco Events Mobile App
- 2 Click “Join the Discussion”
- 3 Install Webex Teams or go directly to the team space
- 4 Enter messages/questions in the team space



# Agenda

- Introduction to IOS-XE Platform Software/Hardware Architecture
  - Resource Consumption Monitoring
- Day in the Life of a Packet
  - Data Plane Packet Tracing
- Troubleshooting strategy and Tools
  - Embedded Packet Capture
  - Understanding and Extracting Platform Logs
- Hands-on Lab exercise
- Wrapping up...

# Session Objectives

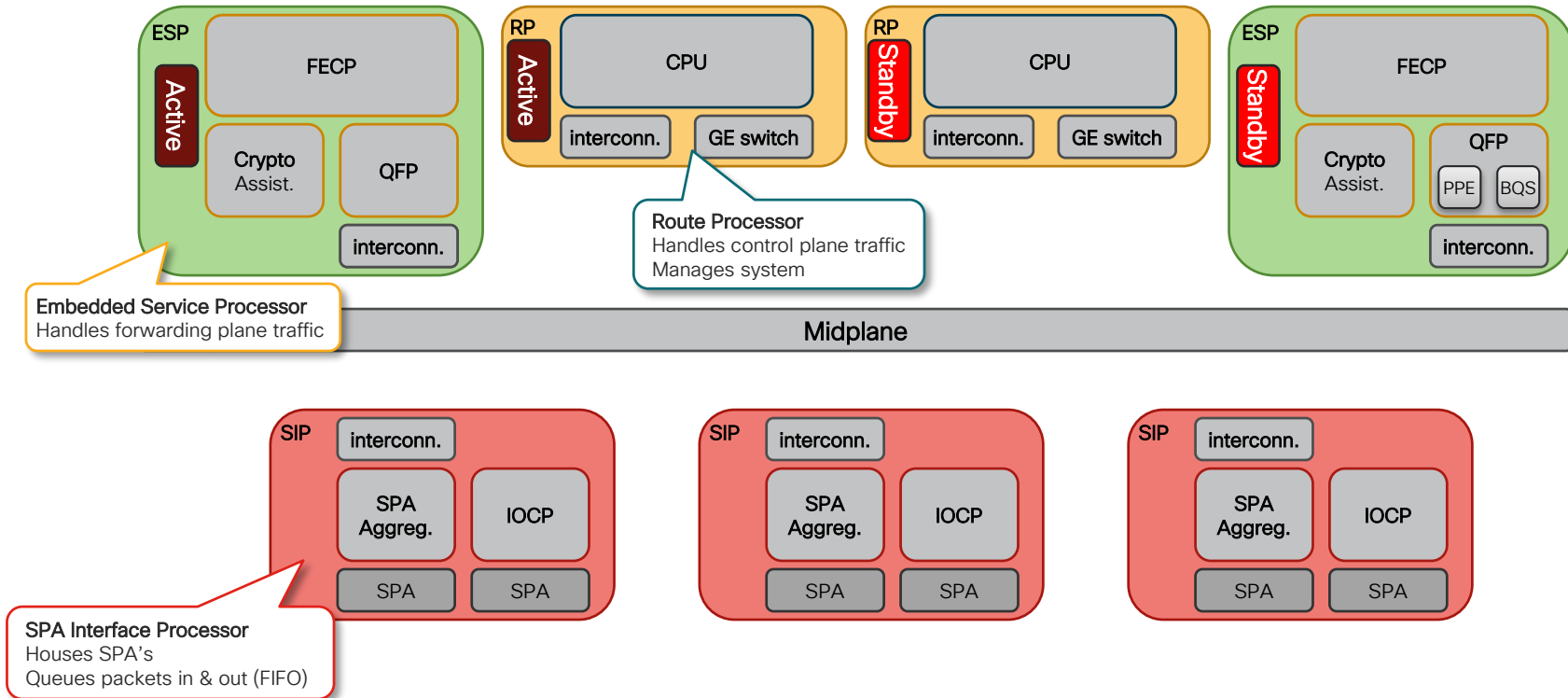
- To understand IOS-XE (ASR1k, ISR4k, CSR1Kv) **Platform Architecture**
  - Software
  - Hardware
  - Feature implementations
- Understand how features process packets through IOS-XE
- To demonstrate a systematic **Troubleshooting Strategy**
- To showcase various troubleshooting **Tools and Capabilities**
- To provide a **Hands-on experience** on how to effectively troubleshoot the platform using these tools

# Related Sessions

- BRKCRS-3147  
Advanced troubleshooting of the ASR1K and ISR (IOS-XE) made easy
  - Olivier Pelerin – Technical Leader, Services
  - Frederic Detienne – Distinguished Engineer, Services
- LABRST-2400  
Packet Capturing Tools in Routing Environments WISP Lab

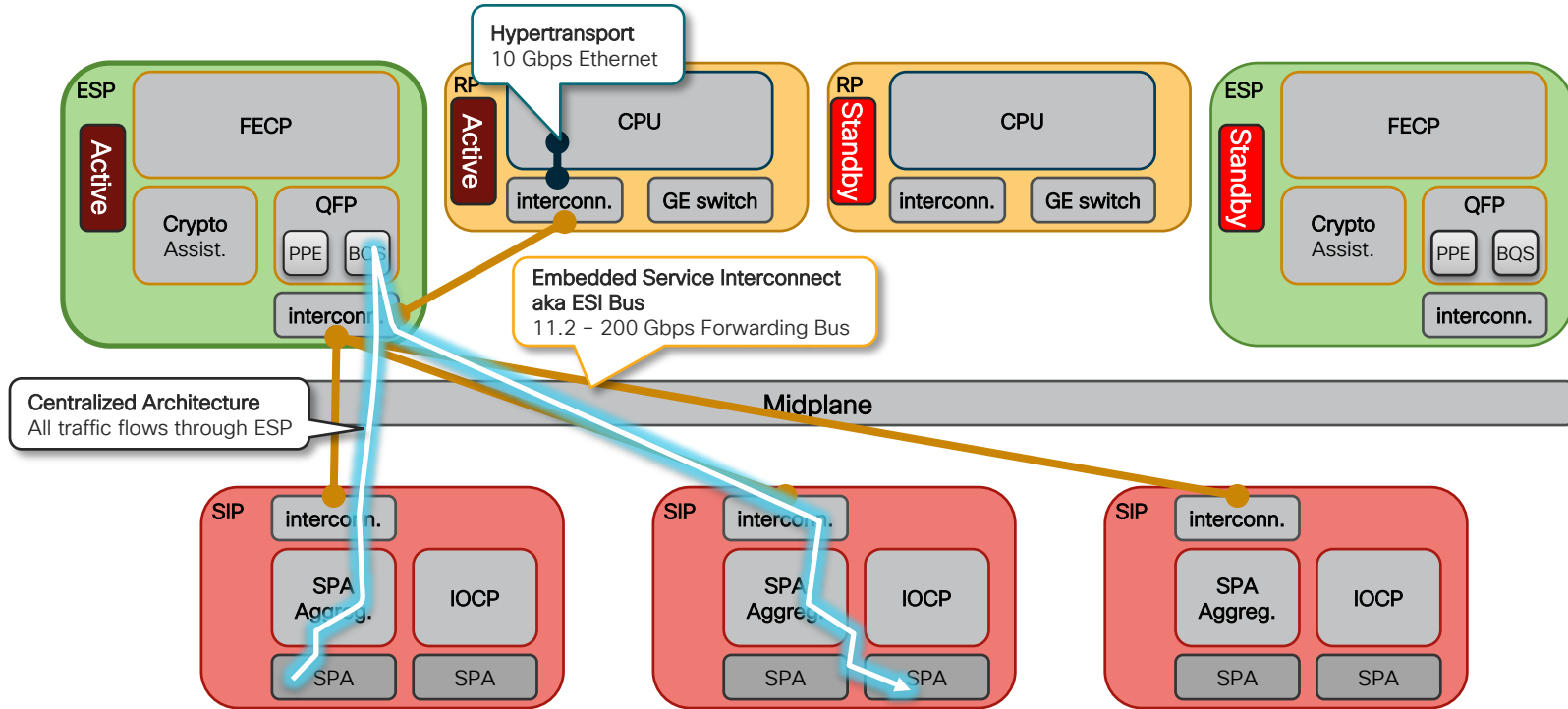
# ASR Series Hardware Architecture

# ASR1000 Building Blocks

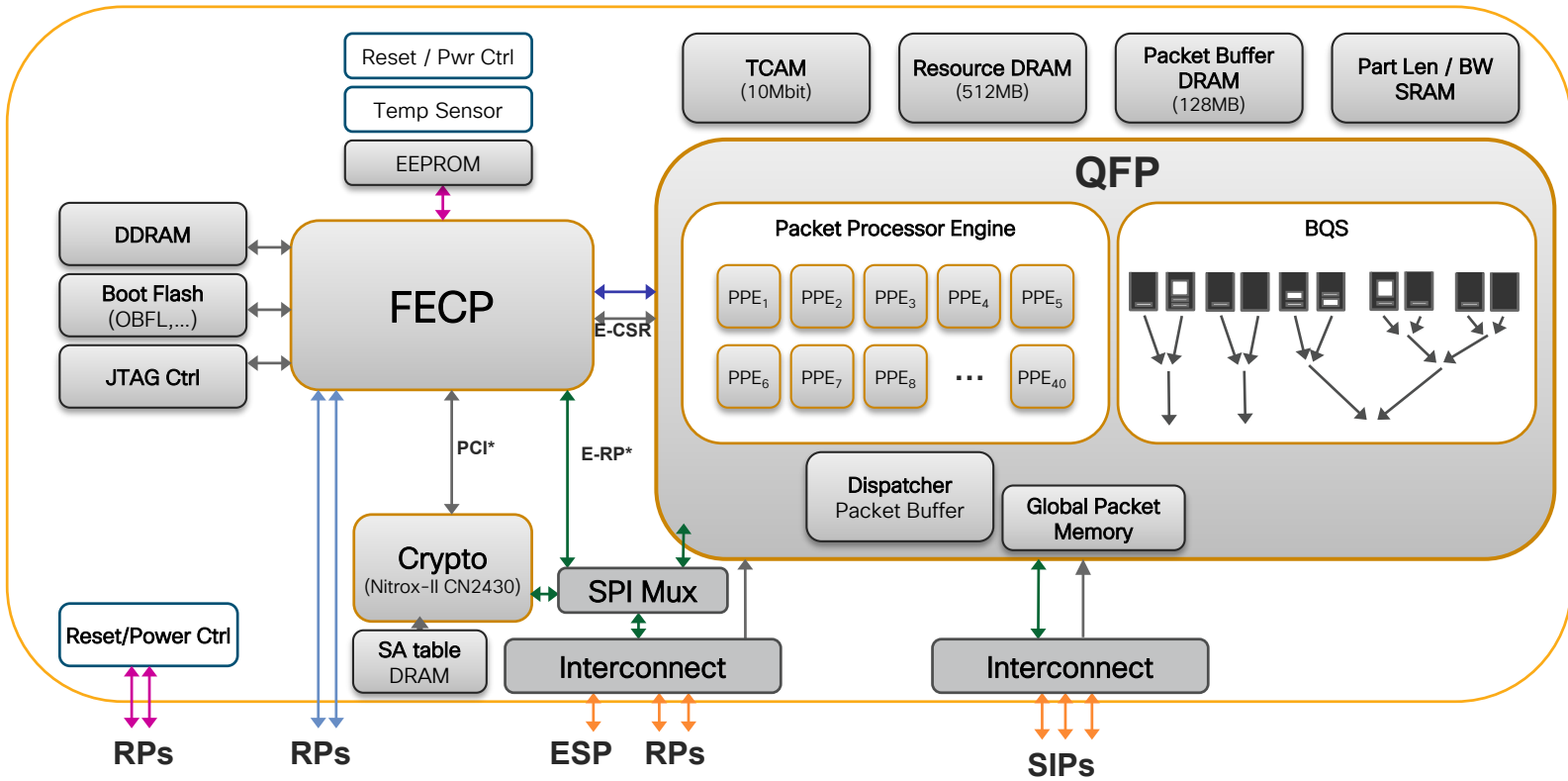
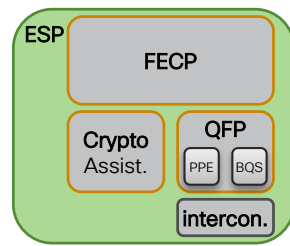




# System Architecture Forwarding Plane



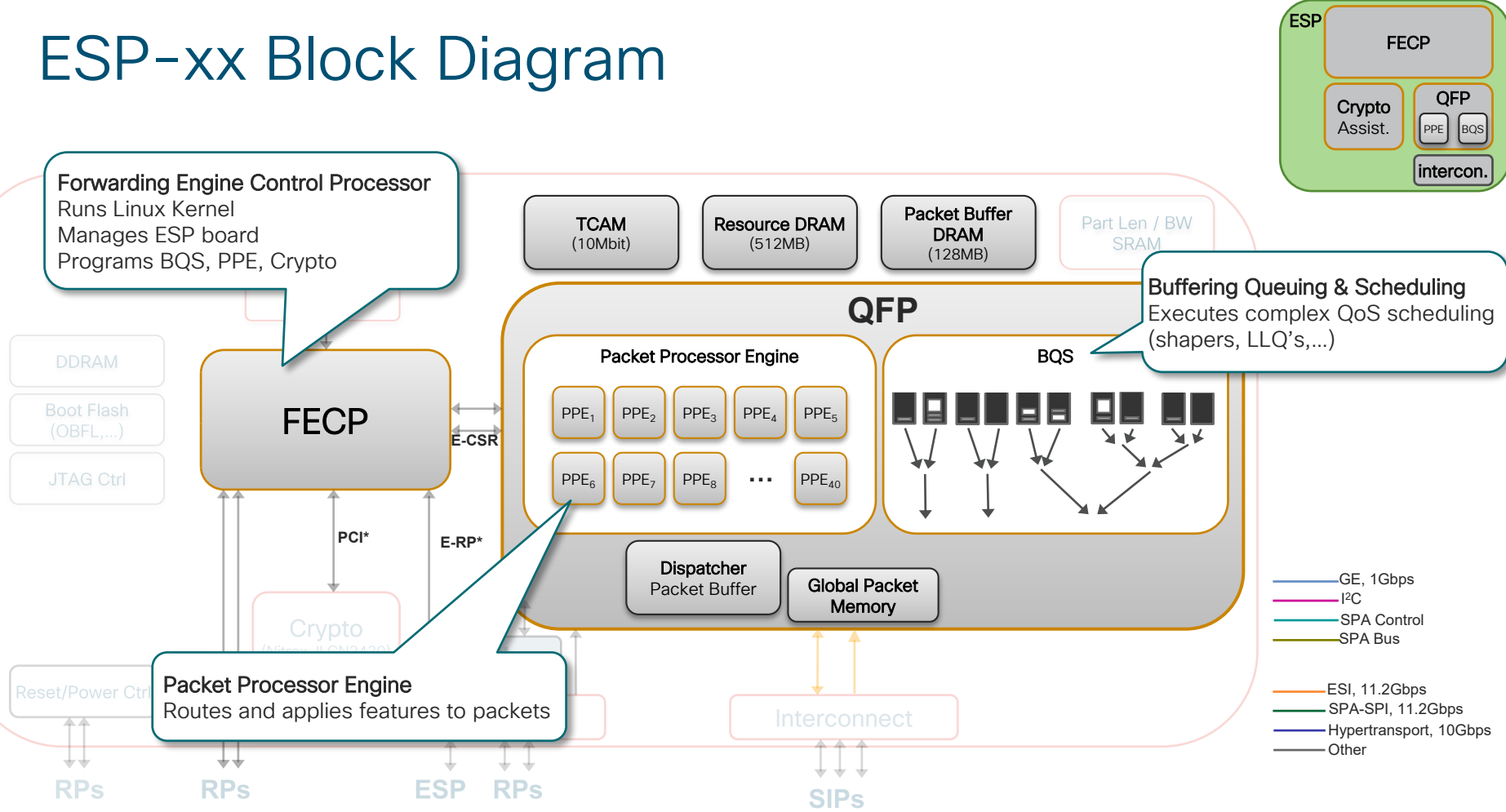
# ESP-xx Block Diagram



- GE, 1Gbps
- I<sup>2</sup>C
- SPA Control
- SPA Bus
- ESI, 11.2Gbps
- SPA-SPI, 11.2Gbps
- Hypertransport, 10Gbps
- Other

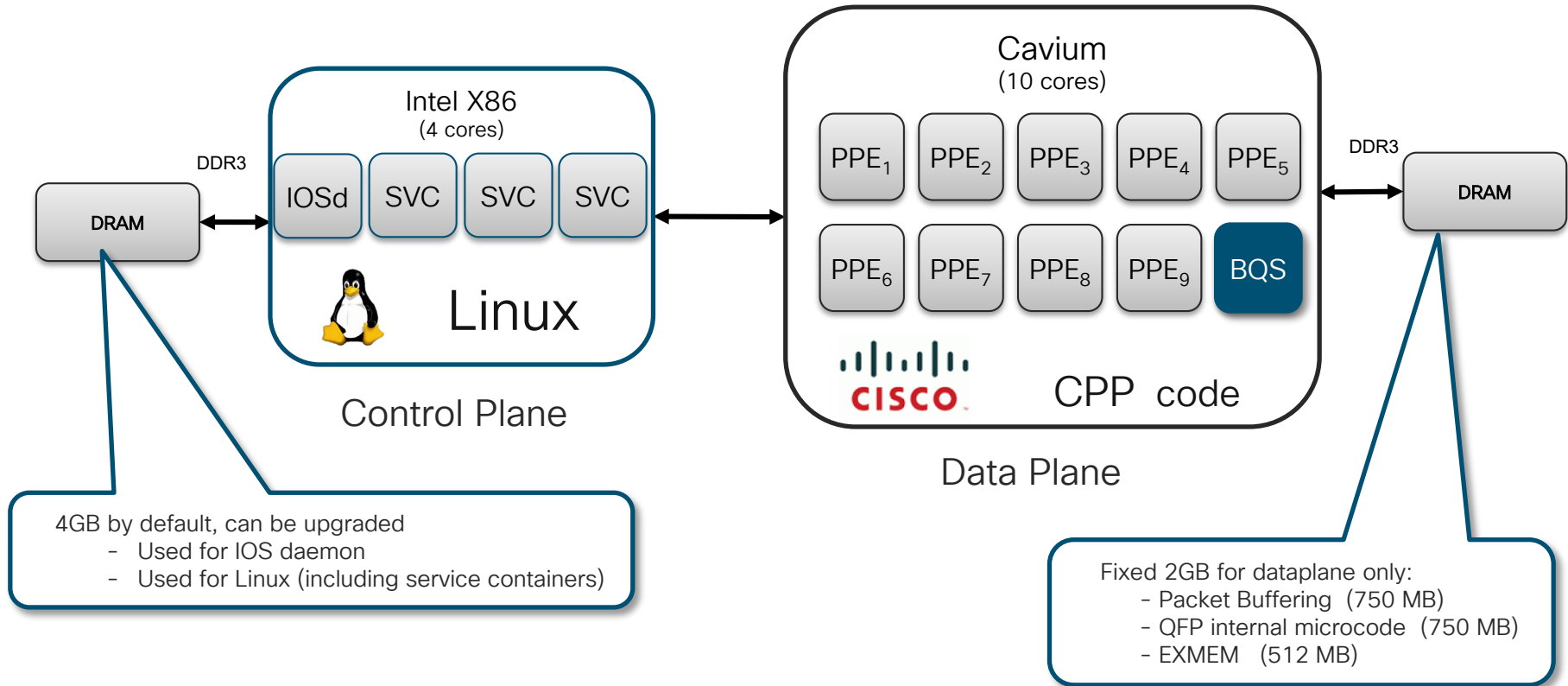
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# ESP-xx Block Diagram

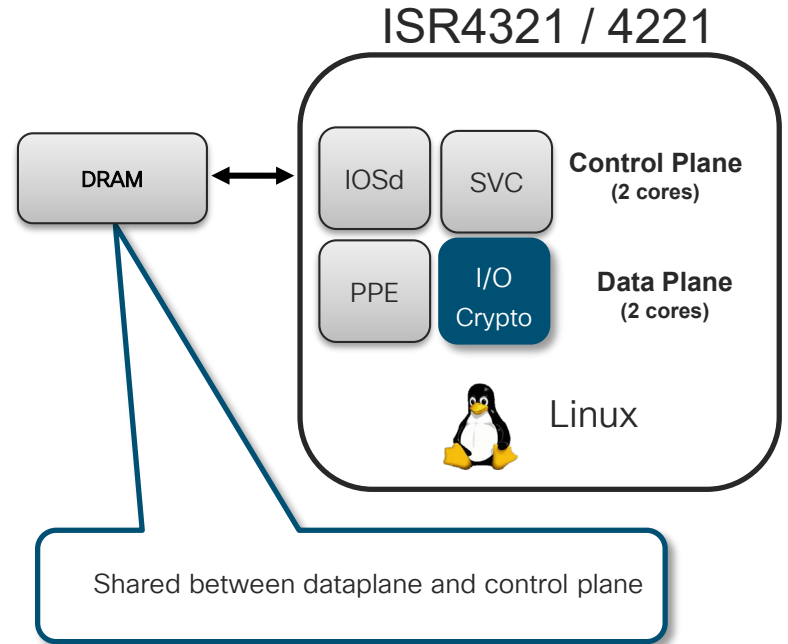
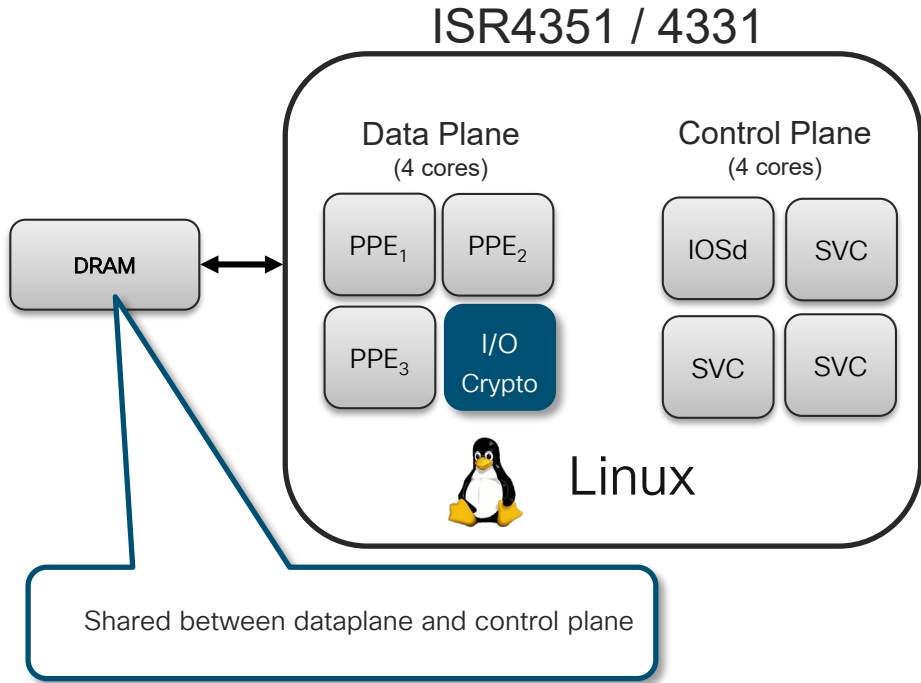


# ISR4000 Series Hardware Architecture

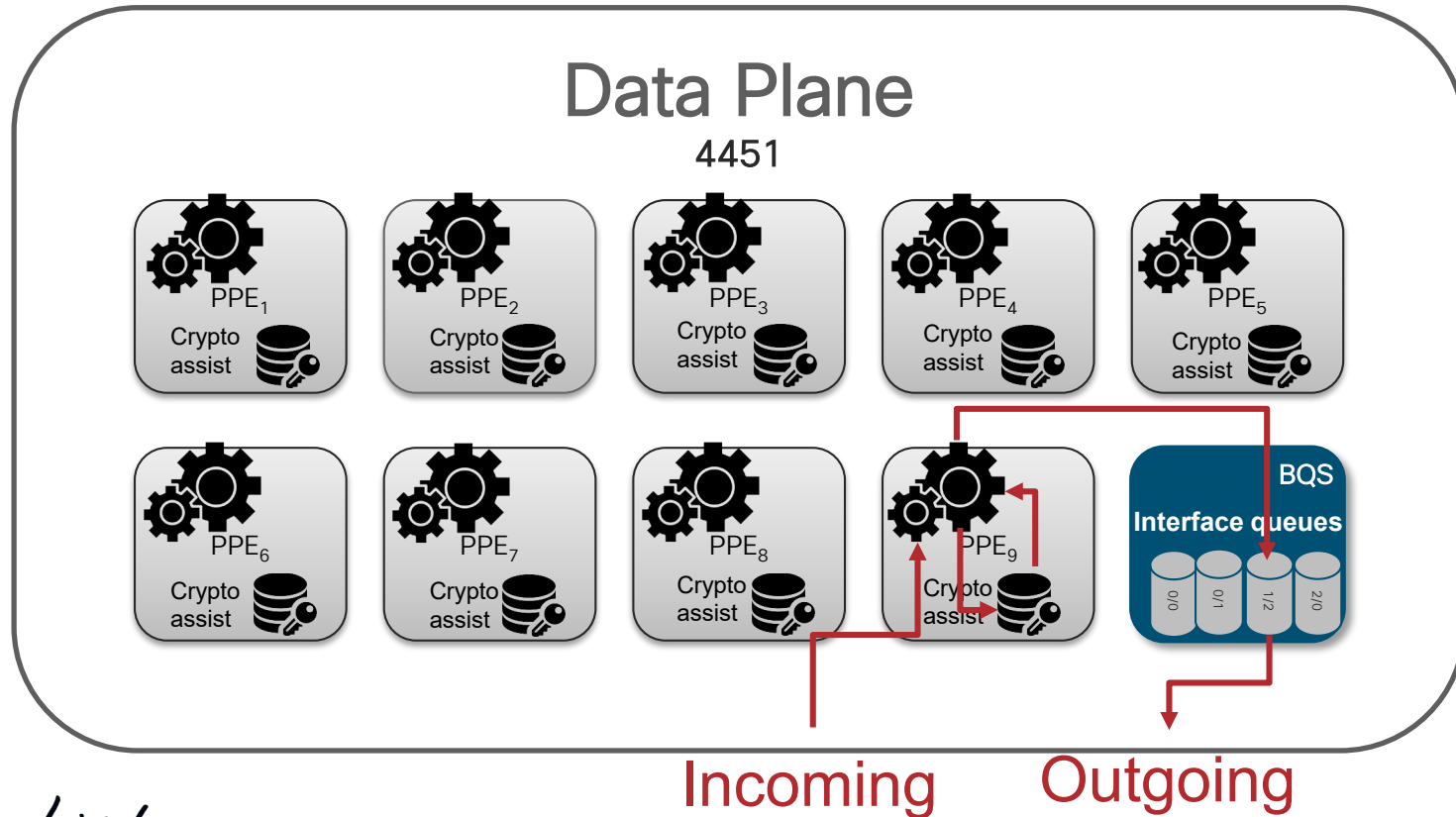
# ISR 4451-X (ISR4451)



# ISR 4300 & 4200



# BQS - Where the Performance Shaper lives



# Performance License bit counter view

What it sees:

- Packets coming in from PPEs
- Packets addressed for external interfaces
- No difference between LAN or WAN interface





# Looking for indications of exceeding license

- Oversubscribed ISR4k lab router

```
#show plat hard qfp active datapath utilization
CPP 0: Subdev 0          5 secs          1 min          5 min          60 min
Input: Priority (pps)           0              0              0              0
      (bps)                   0              0              0              0
      Non-Priority (pps)       18027          17536          17493          17740
      (bps)                   101806904     184352         195272         204816
      Total (pps)              18207          17536          17493          17740
      (bps)                   101806904     184352         195272         204816
Output: Priority (pps)           0              0              0              0
      (bps)                   0              0              0              0
      Non-Priority (pps)       17916          17400          17361          17578
      (bps)                   99956512     198024         209024         218568
      Total (pps)              17916          17400          17361          17578
      (bps)                   99956512     97592394      98694332      94902000
Processing: Load (pct)         7              7              7              7
```

100Mbps on egress at the QFP level

```
#show plat hard qfp active statistics drop
```

```
-----
Global Drop Stats                Packets                Octets
-----
TailDrop                        4395                   6634970
```

# Looking for indications of exceeding license

Oversubscribed ISR4k lab router - showing oversubscribed interfaces

```
#show plat hard qfp active feature lic-bw oversubscription
```

```
Interface: GigabitEthernet0/0/0, QFP interface: 7
```

```
Overall Traffic:
```

<b>enqueued (bytes) :</b>	<b>7188433,</b>	<b>(packets) :</b>	<b>75926</b>
tail_drops (bytes) :	0,	(packets) :	0
total (bytes) :	7188433,	(packets) :	75926

```
Interface: GigabitEthernet0/0/1, QFP interface: 8
```

```
Overall Traffic:
```

<b>enqueued (bytes) :</b>	<b>10492353355,</b>	<b>(packets) :</b>	<b>236972715</b>
<b>tail_drops (bytes) :</b>	<b>18809589,</b>	<b>(packets) :</b>	<b>56020</b>
total (bytes) :	10511162944,	(packets) :	237028735

```
Interface: GigabitEthernet0/0/2, QFP interface: 9
```

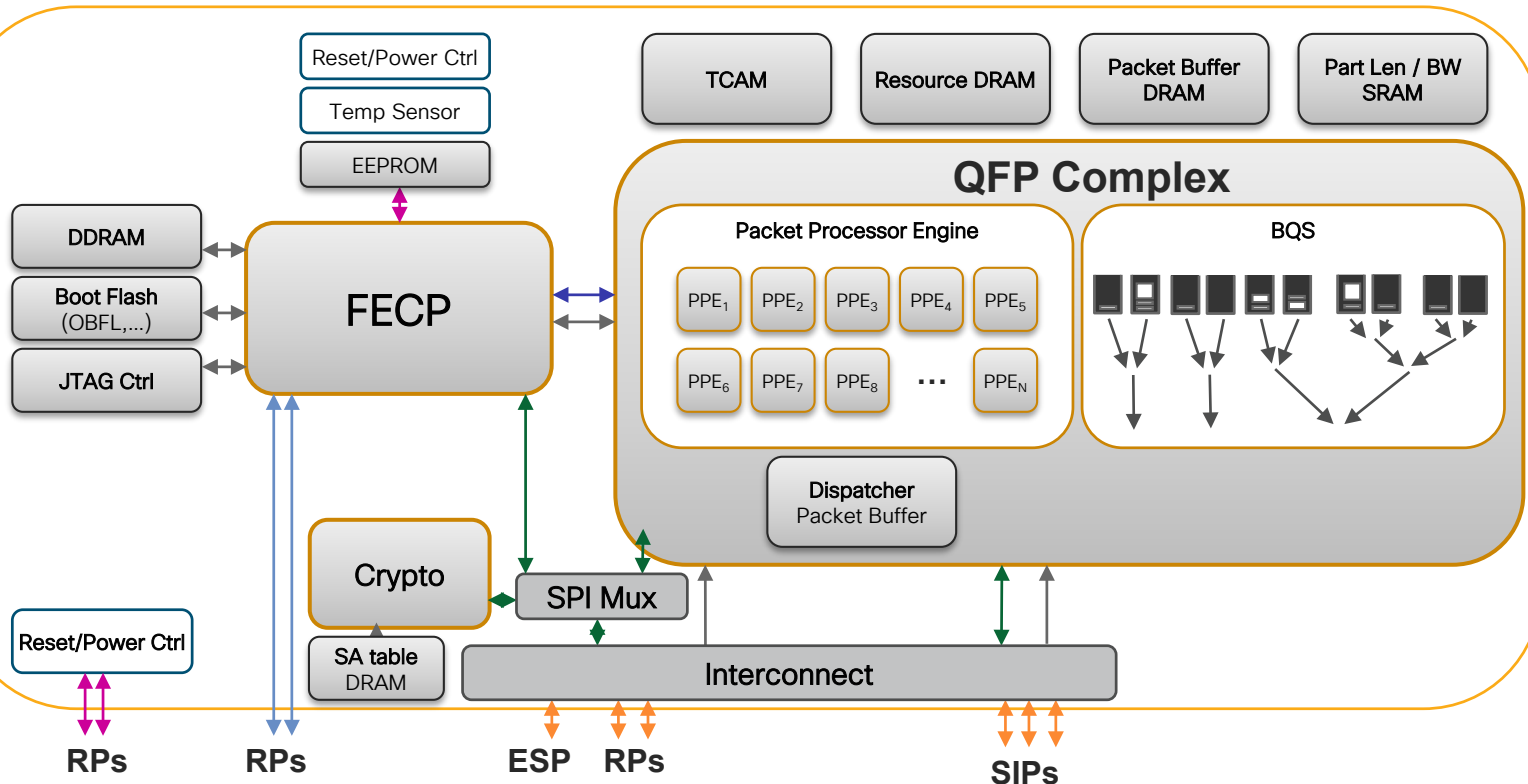
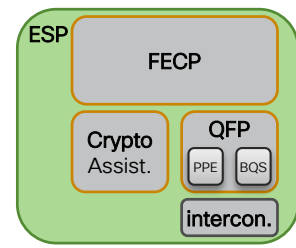
```
Overall Traffic:
```

<b>enqueued (bytes) :</b>	<b>9544293,</b>	<b>(packets) :</b>	<b>57041</b>
tail_drops (bytes) :	0,	(packets) :	0
total (bytes) :	9544293,	(packets) :	57041

Look for signs of evenly distributed buffering on interfaces

Look for drops on busy interfaces

# Generic ESP Block Diagram



- GE, 1Gbps
- I<sup>2</sup>C
- SPA Control
- SPA Bus
- ESI, 11.2Gbps
- SPA-SPI, 11.2Gbps
- Hypertransport, 10Gbps
- Other

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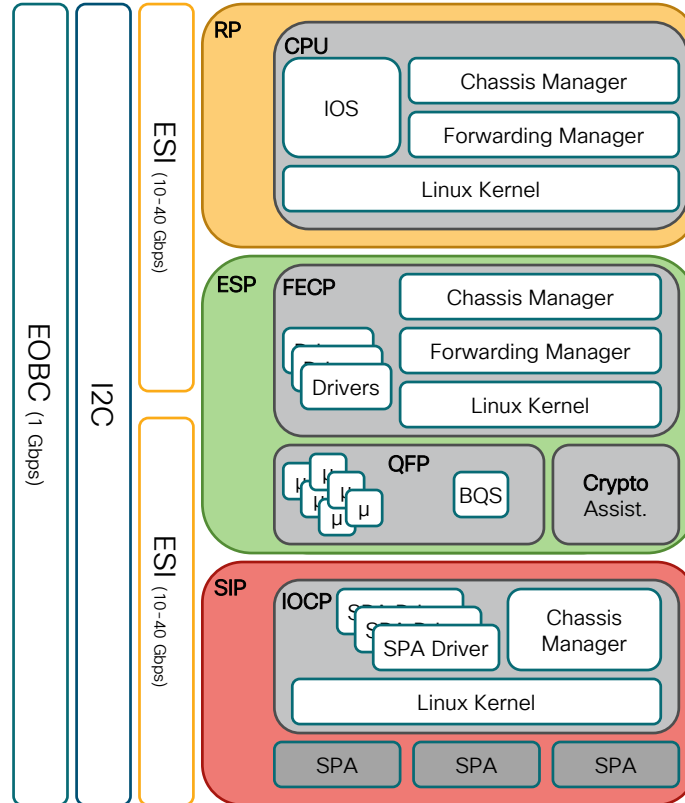
# Acronyms



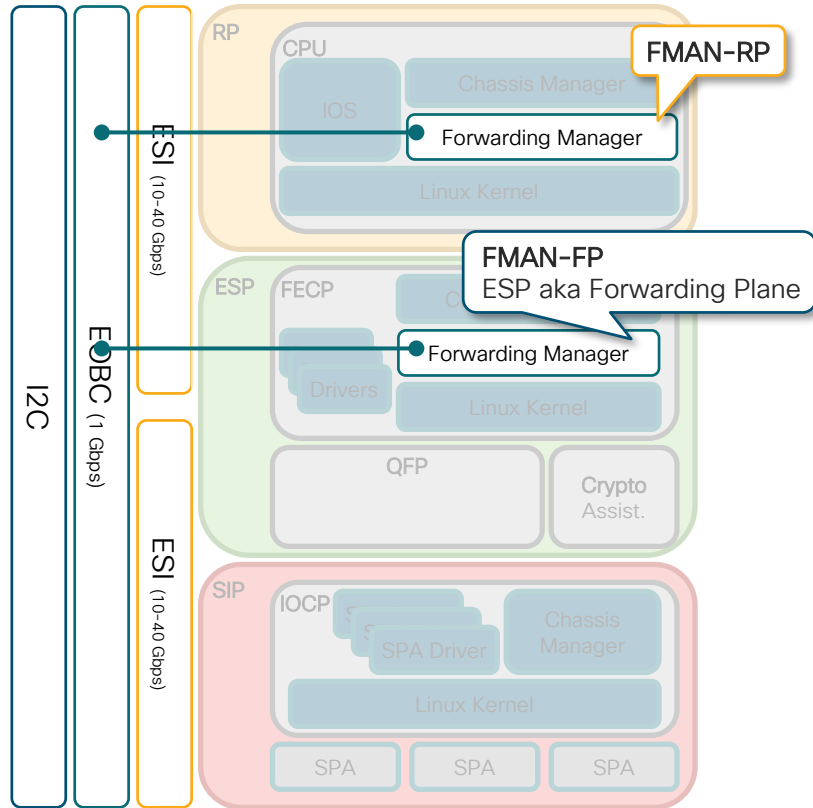
- RP – Route Processor
- FP – Forwarding Processor = ESP (Embedded Service Processor)
- CPP – Cisco Packet Processor Complex= QFP (Quantum Flow Processor)
- PPE – Packet Processing Engine
- IOCP – I/O Control Processor
- FECF – Forwarding Engine Control Processor
- SPA – Shared Port Adapter
- SIP – SPA Interface Processor
- IOSd – IOS image that runs as a process on the RP
- FMAN – Forwarding manager (FMAN-RP, FMAN-FP)
- EOBC = Ethernet Out of Band Channels – Packet Interface for Card to Card Control Traffic
- IOS-XE (BinOS) = Linux Based Software Infrastructure for IOS-XE

# ASR1000 Software Architecture

# ASR1K Software Architecture

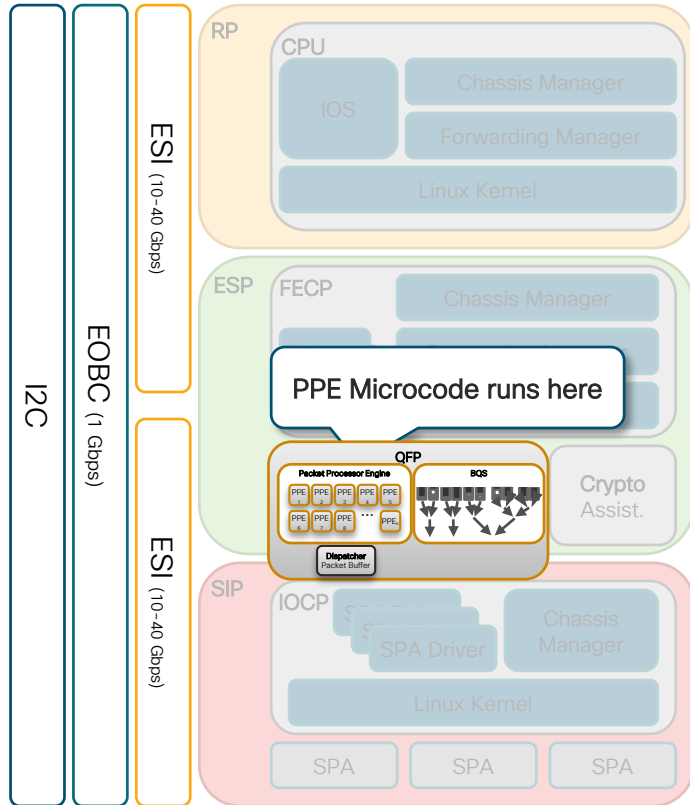


# Forwarding Manager (FMAN)



- FMAN on RP communicates with FMAN process on ESP
  - Distributed function
- Propagates control plane ops. to ESP
  - CEF tables, ACL's, NAT, SA's,...
- FMAN-FP communicates information back to FMAN-RP
  - e.g. statistics
  - FMAN-RP pushes info back to IOS
- FMAN on active RP maintains state for both active & standby ESP's
  - Facilitates NSF after re-start with bulk download of state information

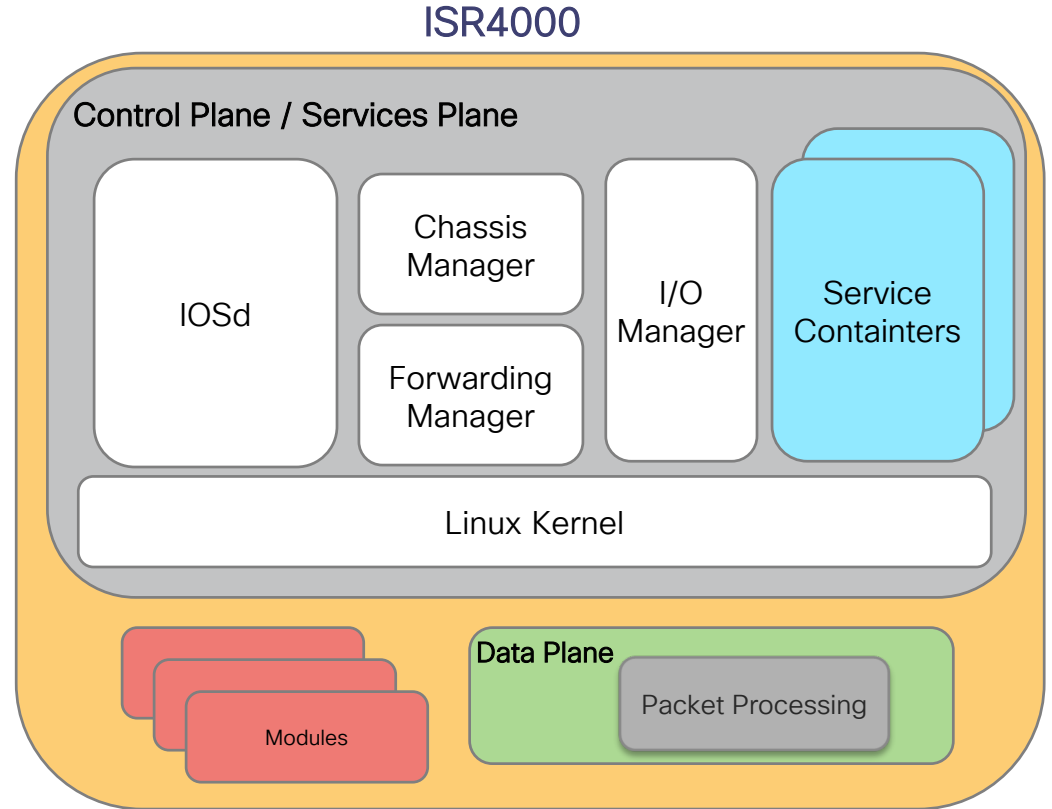
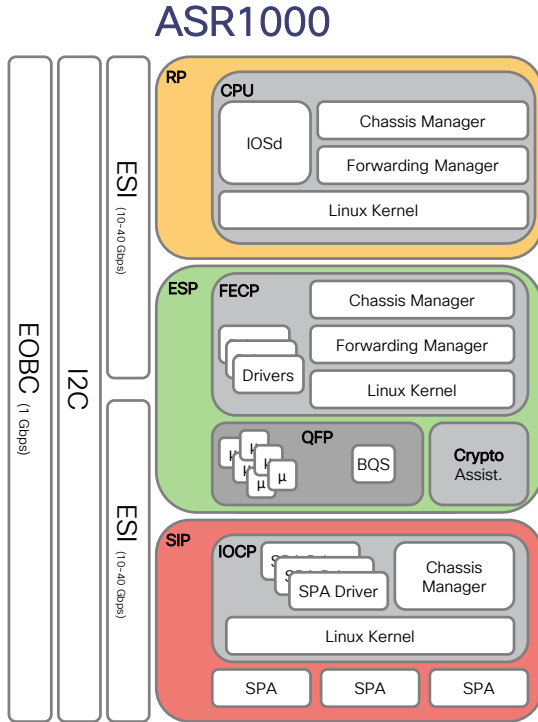
# PPE Microcode



- Written in C
  - Proper features, no hack
- Runs on each thread of the PPE
- Processes packets
  - Run to completion
  - Assisted by various memories
  - TCAM, DRAM,... various speeds
- Features applied via FIA
  - Feature Invocation Array
- FIA per interface
  - Input FIA, output FIA
  - Drop FIA (Null interface)

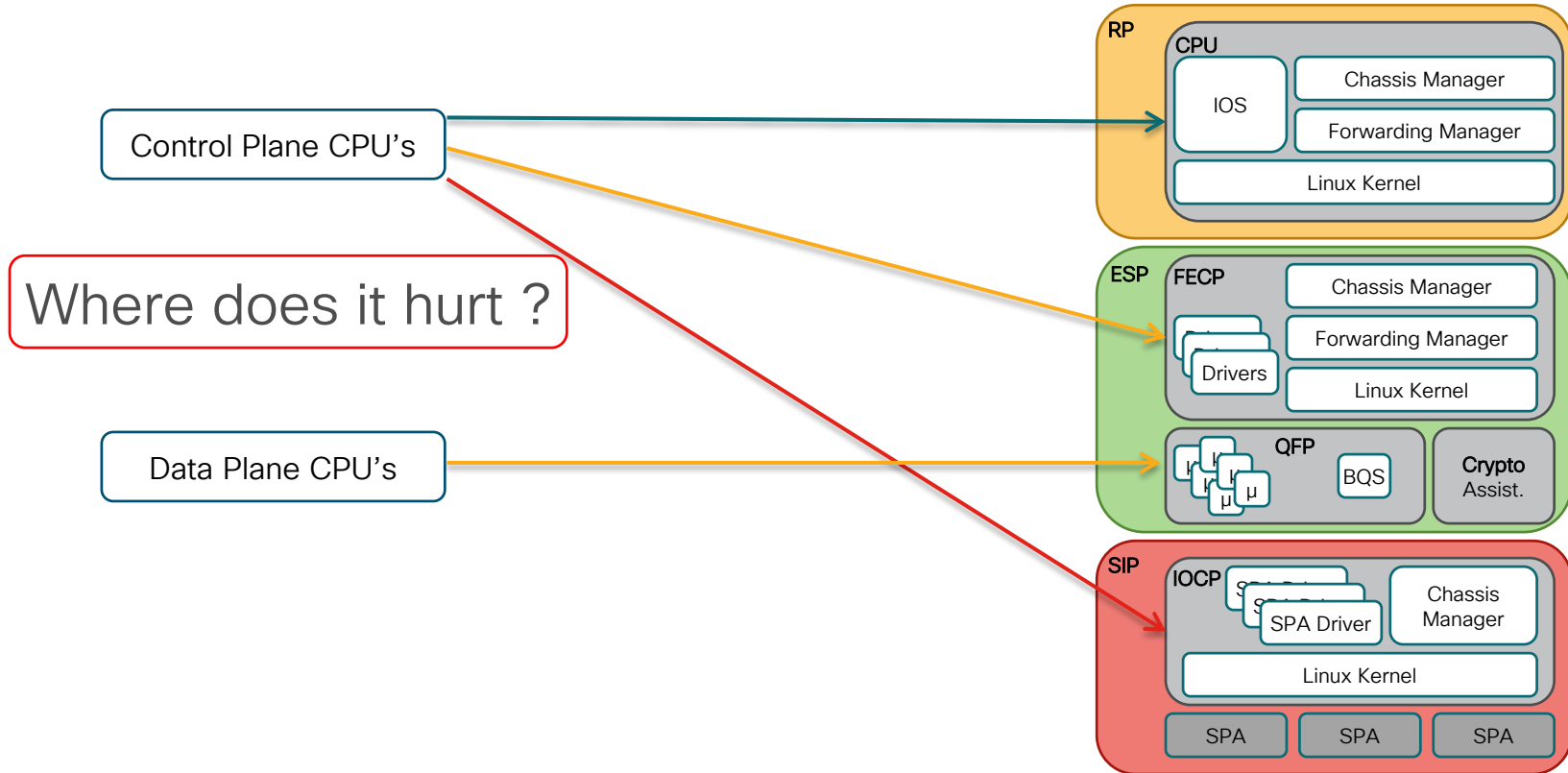


# ASR1000 vs ISR4000



# Resource Monitoring

# The Vital Signs...



# Example: IOS Memory vs RP Memory Utilization

```
asr-1k#show memory statistic
```

```
Load for five secs: 6%/1%; one minute: 5%; five minutes: 3%  
Time source is NTP, 22:18:08.111 EDT Sat Apr 19 2014
```

	Head	Total (b)	Used (b)	Free (b)	Lowest (b)	Largest (b)
Processor	300AE008	1713127140	564269356	1148857784	1066242316	992444168
lsmpi_io	963791D0	6295088	6294120	968	968	968

```
asr-1k#show process mem | inc BGP
```

```
523 0
```

```
asr-1k#sh
```

```
...
```

CPU

IOS

Chassis Manager

Forwarding Manager

Complex CLI, platform specific.

Additional information require connecting to the Linux shell

```
asr-1k#show platform software process list RP active summary
```

```
...
```

```
Architecture      : ppc  
Memory (kB)  
  Physical        : 4127744  
  Total           : 3874516  
  Used            : 2095636  
  Free            : 1778880
```

```
asr-1k#show platform software process list RP active | inc fman
```

```
fman_rp           29015  27992  29015  S           20 136847360
```

# QFP Memory Utilization

## It gets worse...

```
asr-1k#show platform hardware qfp active infrastructure exmem statistics user
```

```
...
10          279092          284672          CEF
40          36441494         36458496         NAT
```

```
asr-1k#show platform hardware qfp active tcam resource-manager usage
Load for five secs: 0%/0%; one minute: 1%; five minutes: 1%
Time source is NTP, 09:43:55.075 EDT Fri Apr 25 2014
```

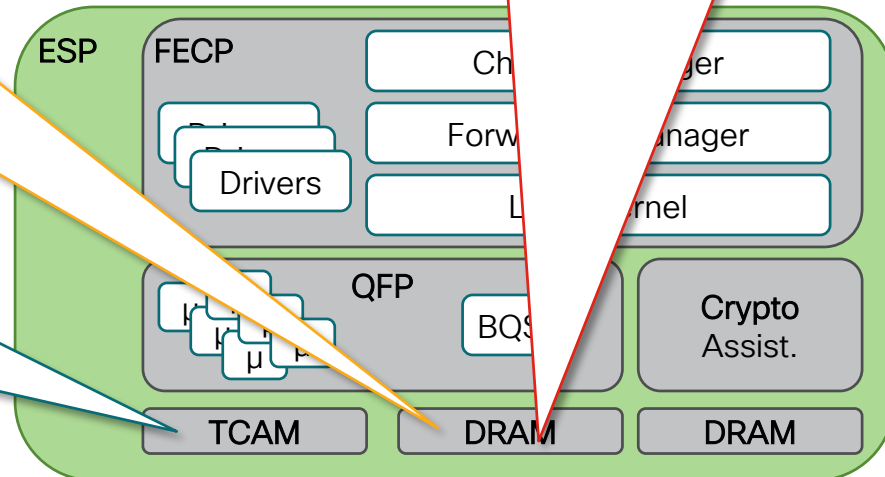
```
QFP TCAM Usage Information
<snip>
```

```
Total TCAM Cell Usage Information
-----
```

```
Name                : TCAM #0 on CPP #0
Total number of regions      : 3
Total tcam used cell entries  : 28
Total tcam free cell entries  : 524260
Threshold status            : below critical limit
```

```
asr-1k#show platform hardware qfp active infrastructure exmem statistics
QFP exmem statistics
```

```
Type: Name: DRAM, QFP: 0
Total: 1073741824
InUse: 219466752
Free: 854275072
Lowest free water mark: 854005760
Type: Name: IRAM, QFP: 0
Total: 134217728
InUse: 8728576
Free: 125489152
Lowest free water mark: 125489152
Type: Name: SRAM, QFP: 0
Total: 32768
InUse: 15088
Free: 17680
Lowest free water mark: 17680
```



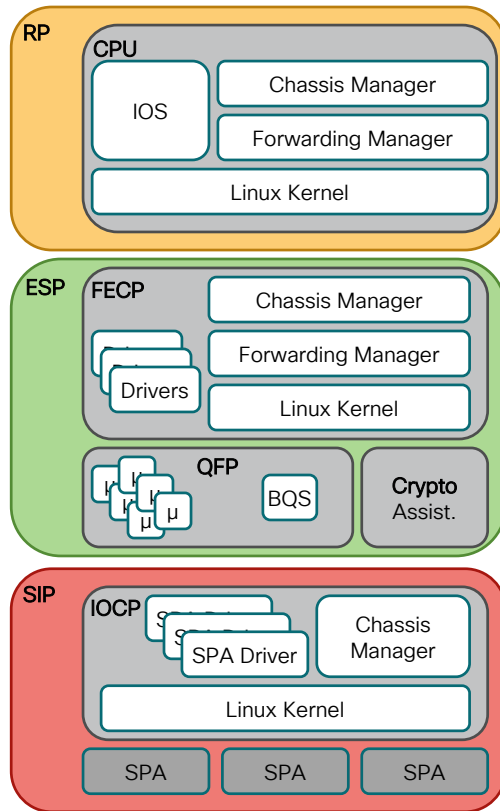
# Resources - A Simplified View

Introduced in IOS-XE 3.14

```
asr-1k# show platform resources
```

Resource	Usage	Max	Warning	Critical	State
<b>RP0 (ok, active)</b>					
Control Processor	5.80%	100%	90%	95%	H
DRAM	1814MB	3783MB	90%	95%	H
<b>ESP0 (ok, active)</b>					
Control Processor	19.89%	100%	90%	95%	H
DRAM	683MB	1962MB	90%	95%	H
<b>QFP</b>					
DRAM	76244KB	524288KB	80%	90%	H
IRAM	8817KB	131072KB	80%	90%	H
SRAM	14KB	32KB	80%	90%	H
TCAM	28cells	131072cells	80%	90%	H
CPU Utilization	7.00%	100%	90%	95%	H
<b>ESP1 (ok, standby)</b>					
Control Processor	19.89%	100%	90%	95%	H
DRAM	683MB	1962MB	90%	95%	H
<b>QFP</b>					
DRAM	76244KB	524288KB	80%	90%	H
IRAM	8817KB	131072KB	80%	90%	H
SRAM	14KB	32KB	80%	90%	H
TCAM	28cells	131072cells	80%	90%	H
CPU Utilization	0.00%	100%	90%	95%	H
<b>SIP0</b>					
Control Processor	4.10%	100%	90%	95%	H
DRAM	307MB	460MB	90%	95%	H
<b>SIP1</b>					
Control Processor	1.10%	100%	90%	95%	H
DRAM	160MB	460MB	90%	95%	H

\*\*State Acronym: H - Healthy, W - Warning, C - Critical

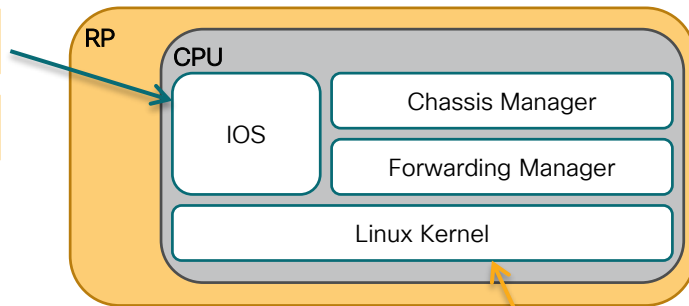


# Other Show Commands Improvements Improves interaction with TAC

`show memory`

`show processes memory`

`show processes cpu`



`show memory platform`

`show processes memory platform`

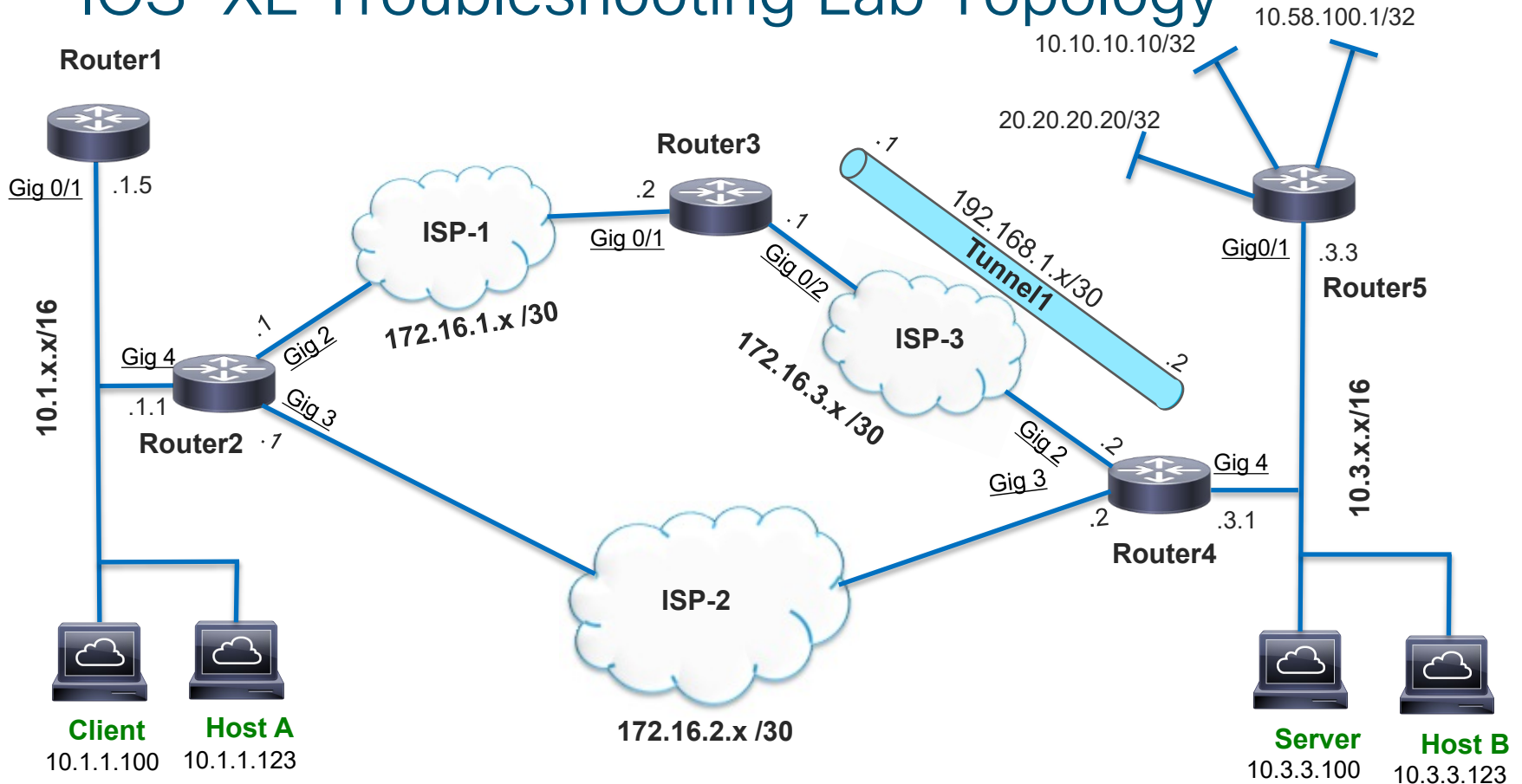
`show processes cpu platform`

# Lab Access

1. Use [AnyConnect](#) and log in to the dCloud environment.
2. Open the [Cisco CLI Analyzer](#) Telnet/SSH Client and log in  
Master Password: [cisco!123](#)
3. Create a new session for each of the devices in your POD
  - Click on “[Devices](#)”
  - Enter the search term “[LTRARC-3500](#)” and press Enter
  - Click on the device name to connect, use the below credentials:  
Username: [cisco](#)  
Password: [cisco](#)
  - Click on “[Devices](#)” and connect to the remaining devices



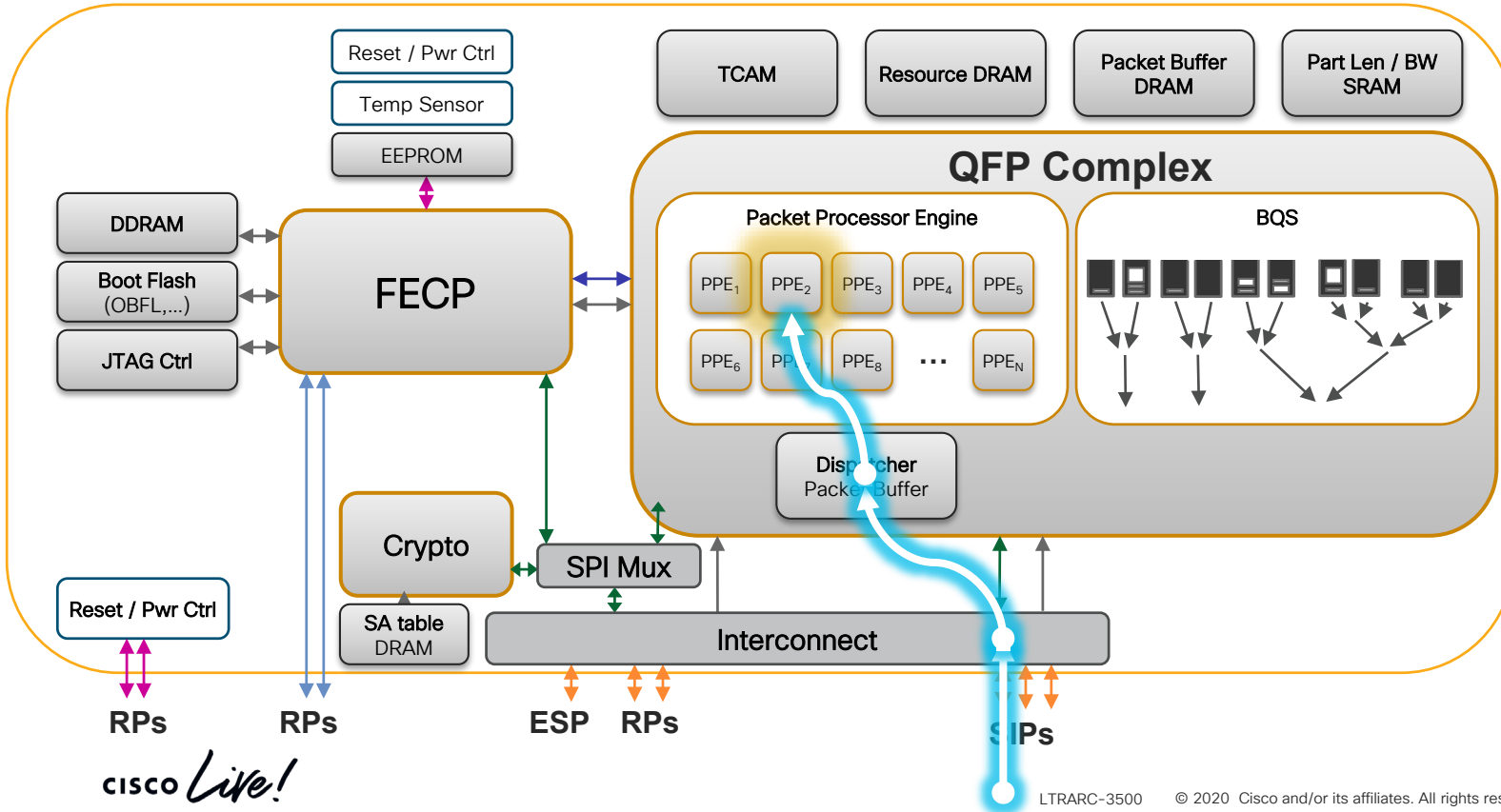
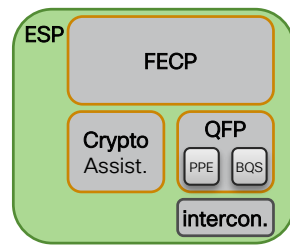
# IOS-XE Troubleshooting Lab Topology



# Day in the Life of a Normal Packet

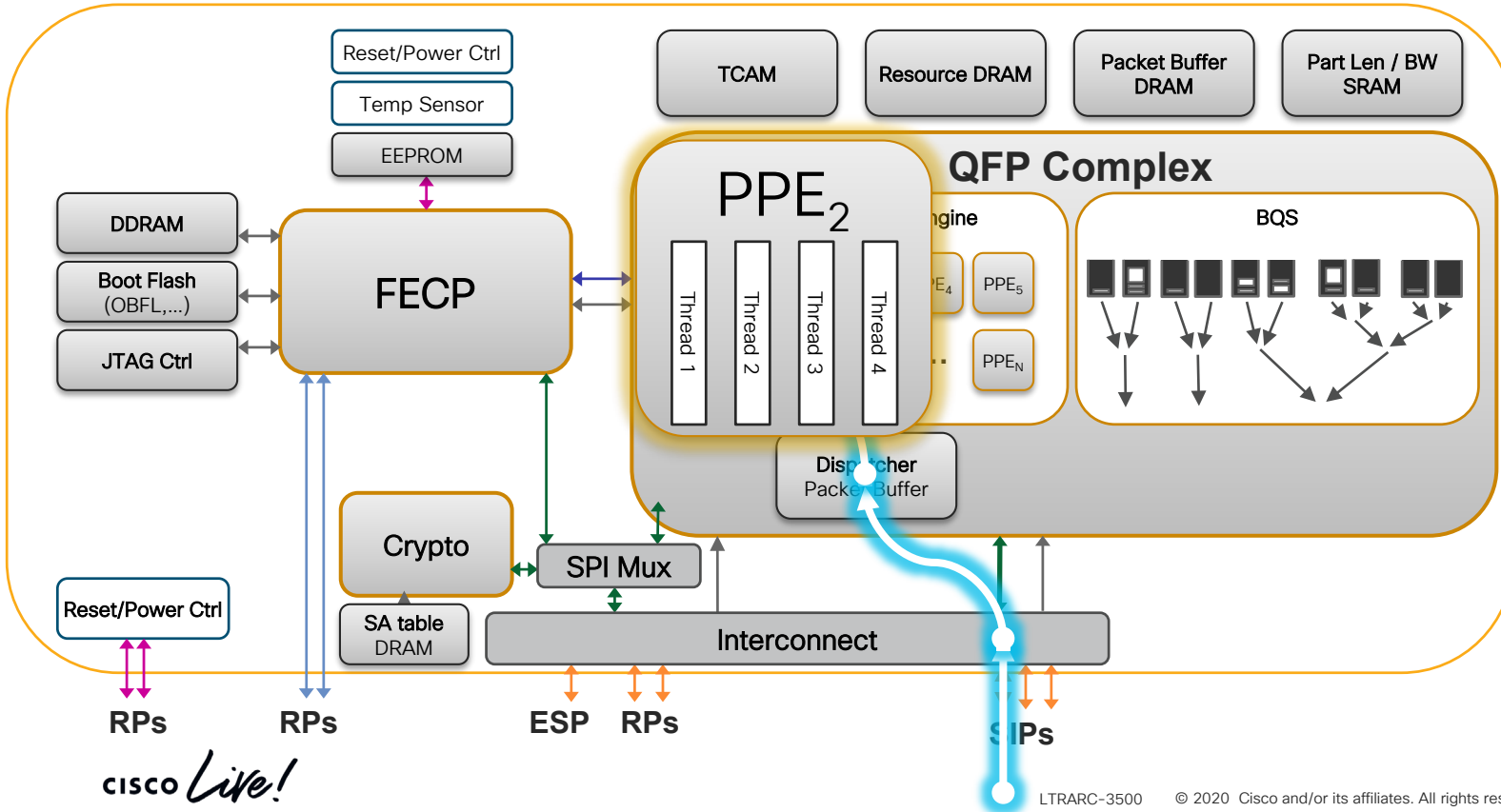
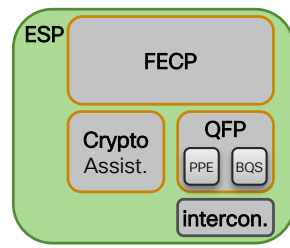


# Ingress Packet Through ESP



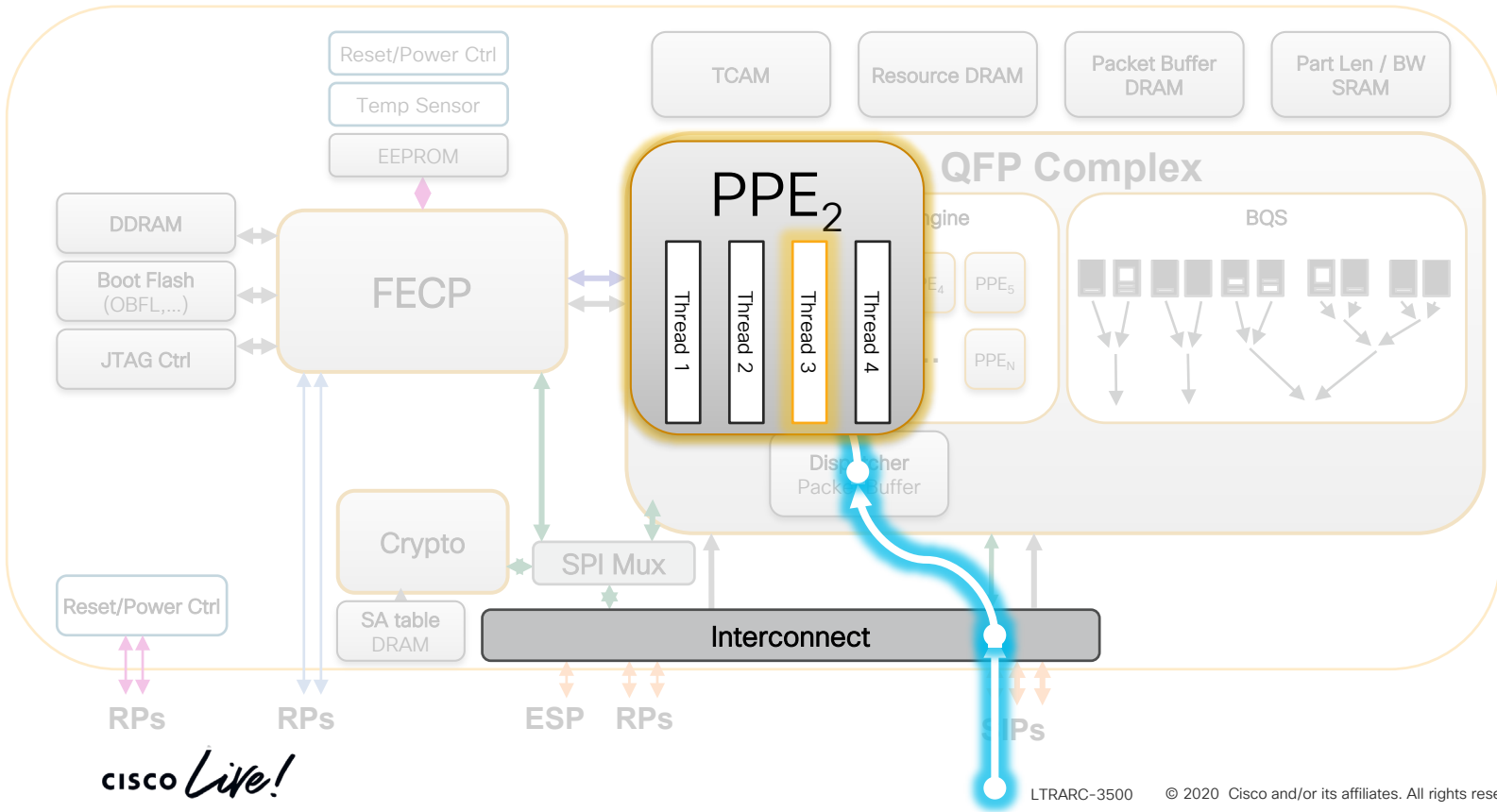
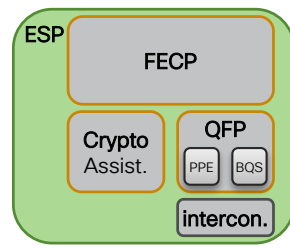
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# Packet Dispatched to PPE Core

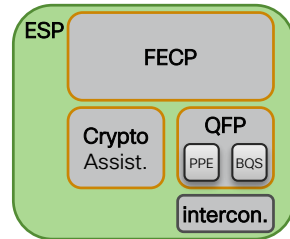
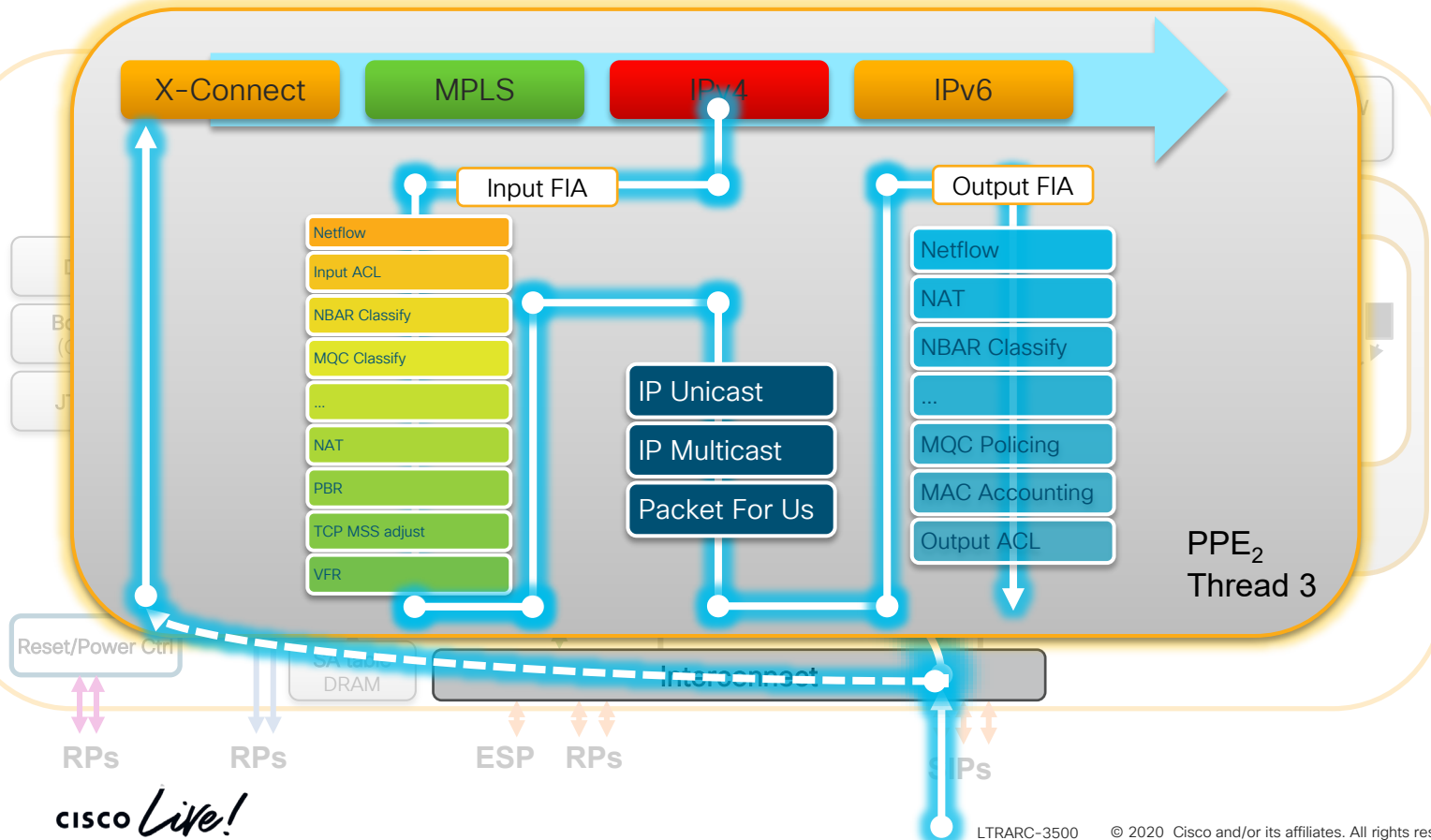


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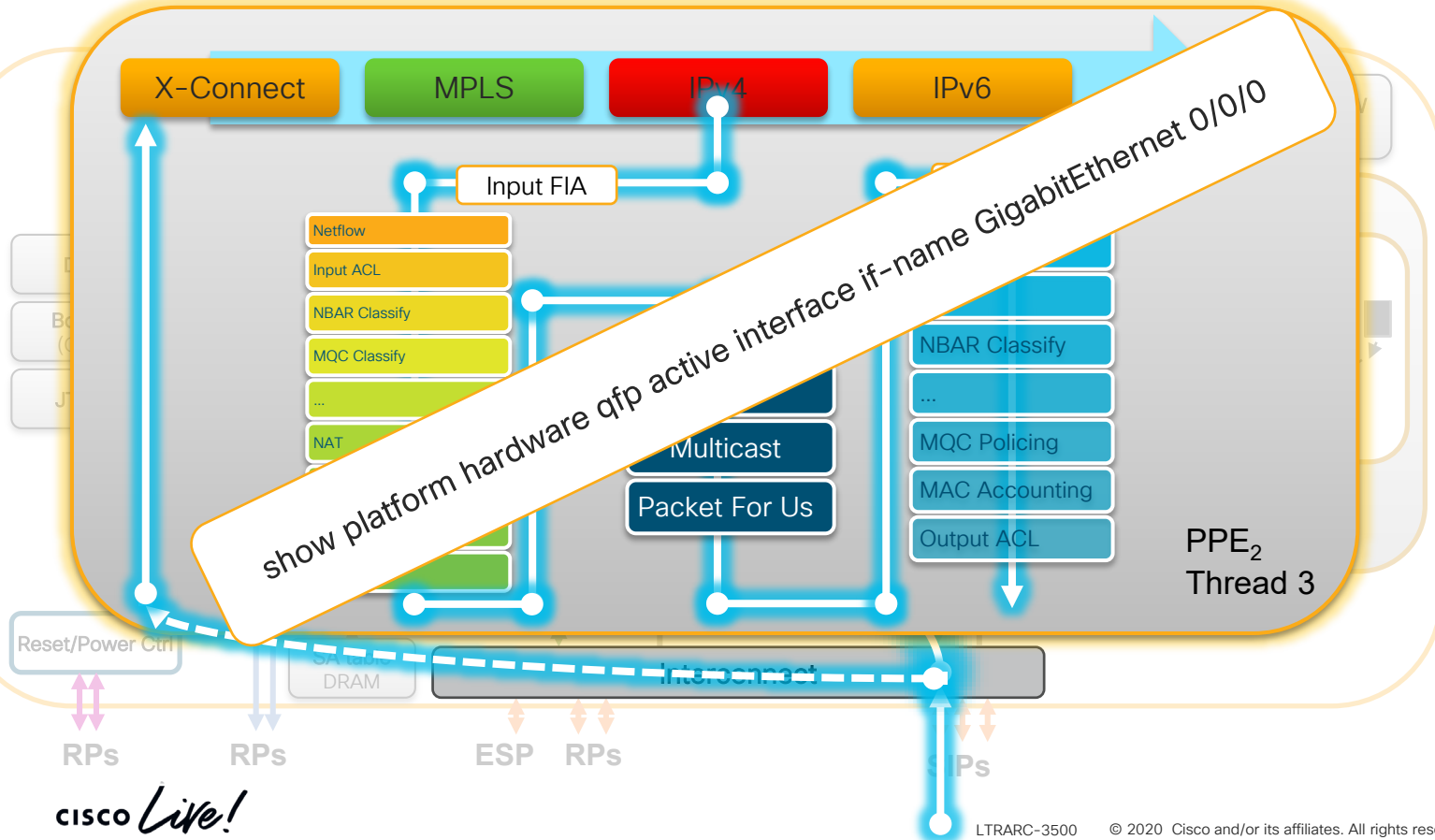
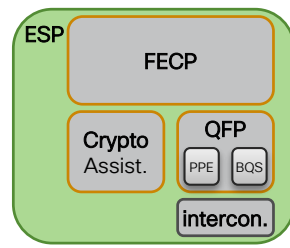
# Packet Dispatched to PPE Thread



# FIA's Applied on Packet by PPE Thread

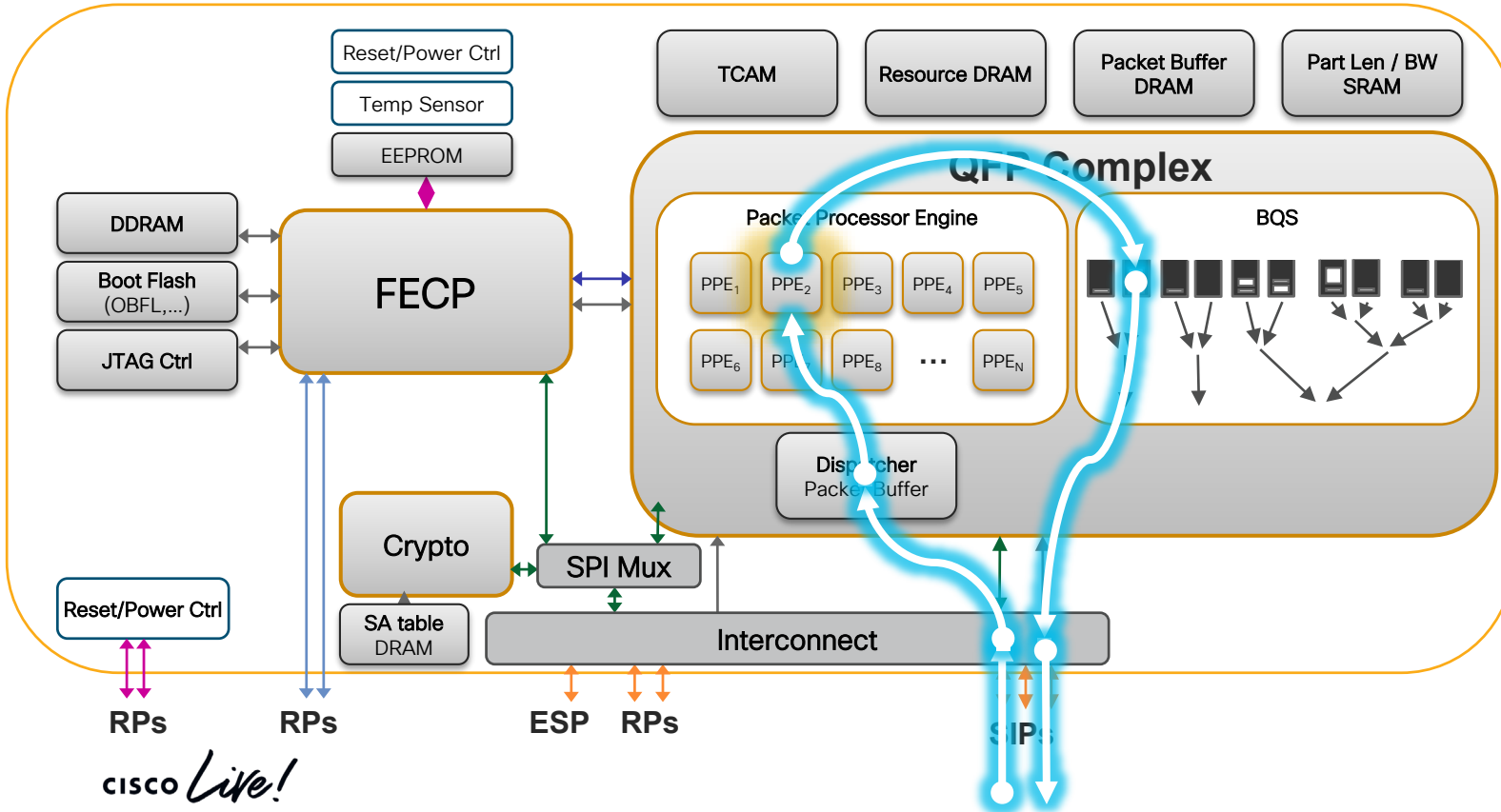
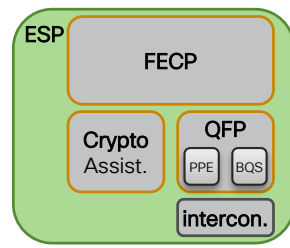


# FIA's Applied on Packet by PPE Thread



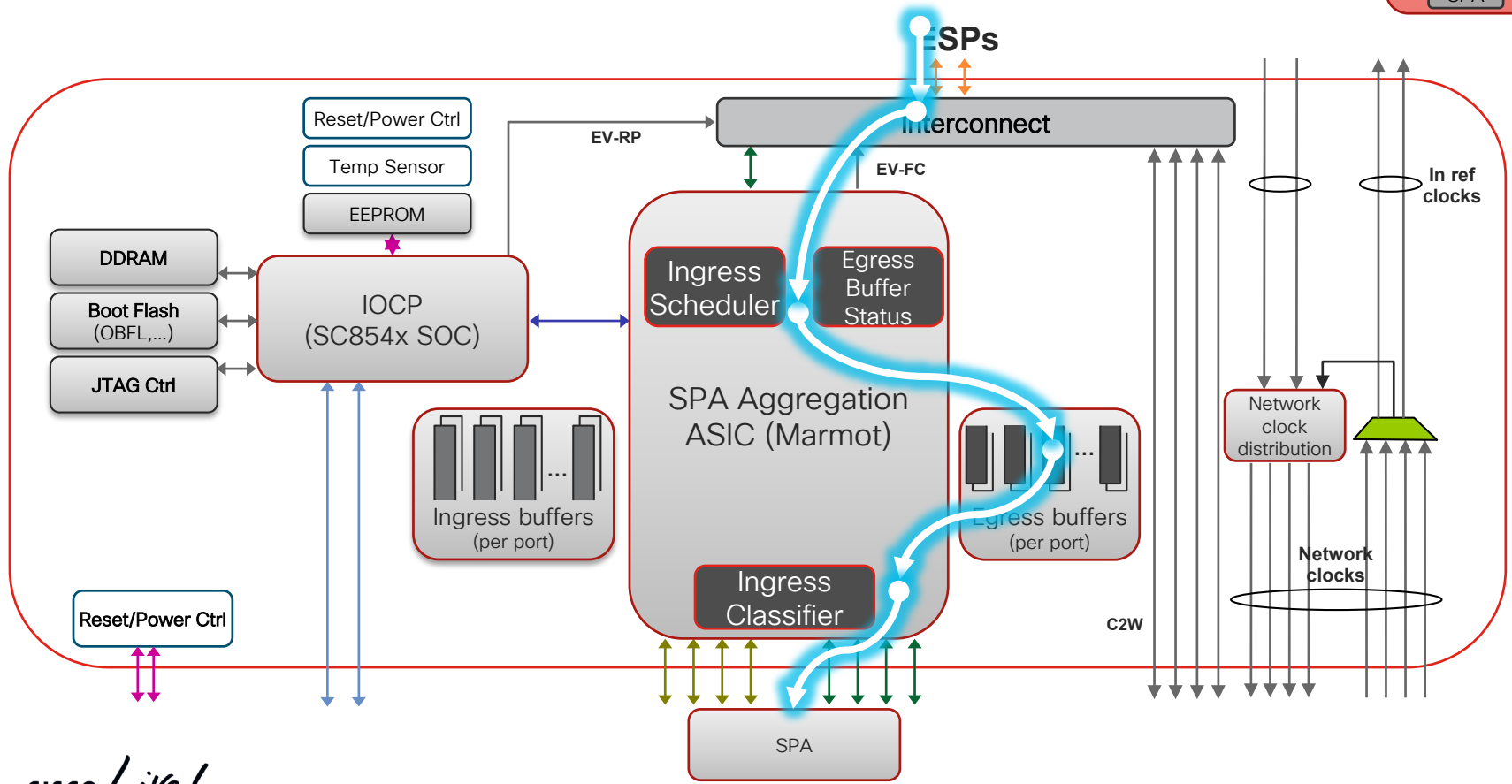
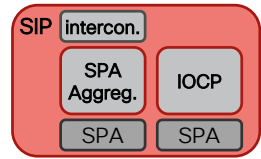


# Packet Proceeding to BQS then SIP

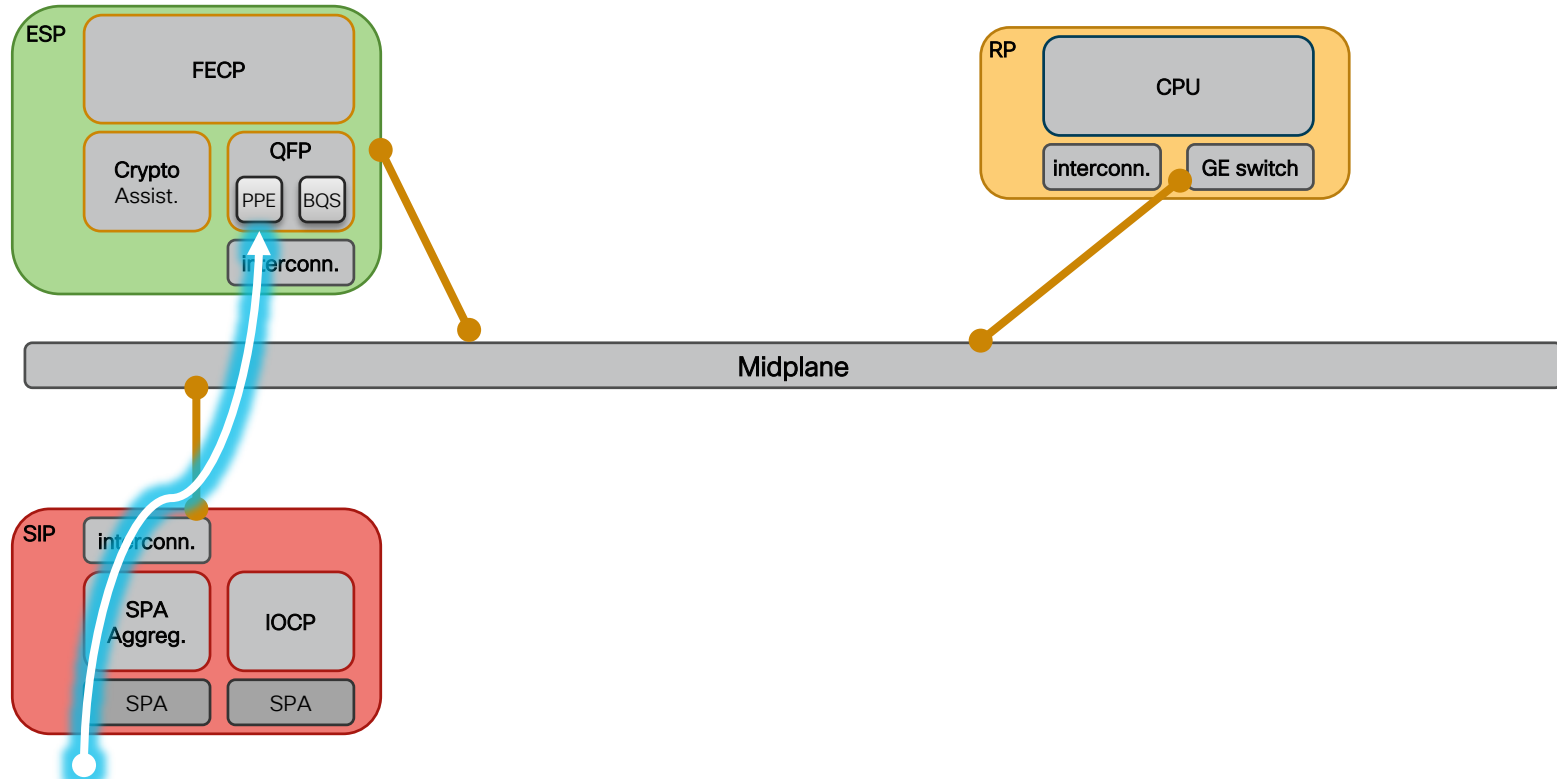


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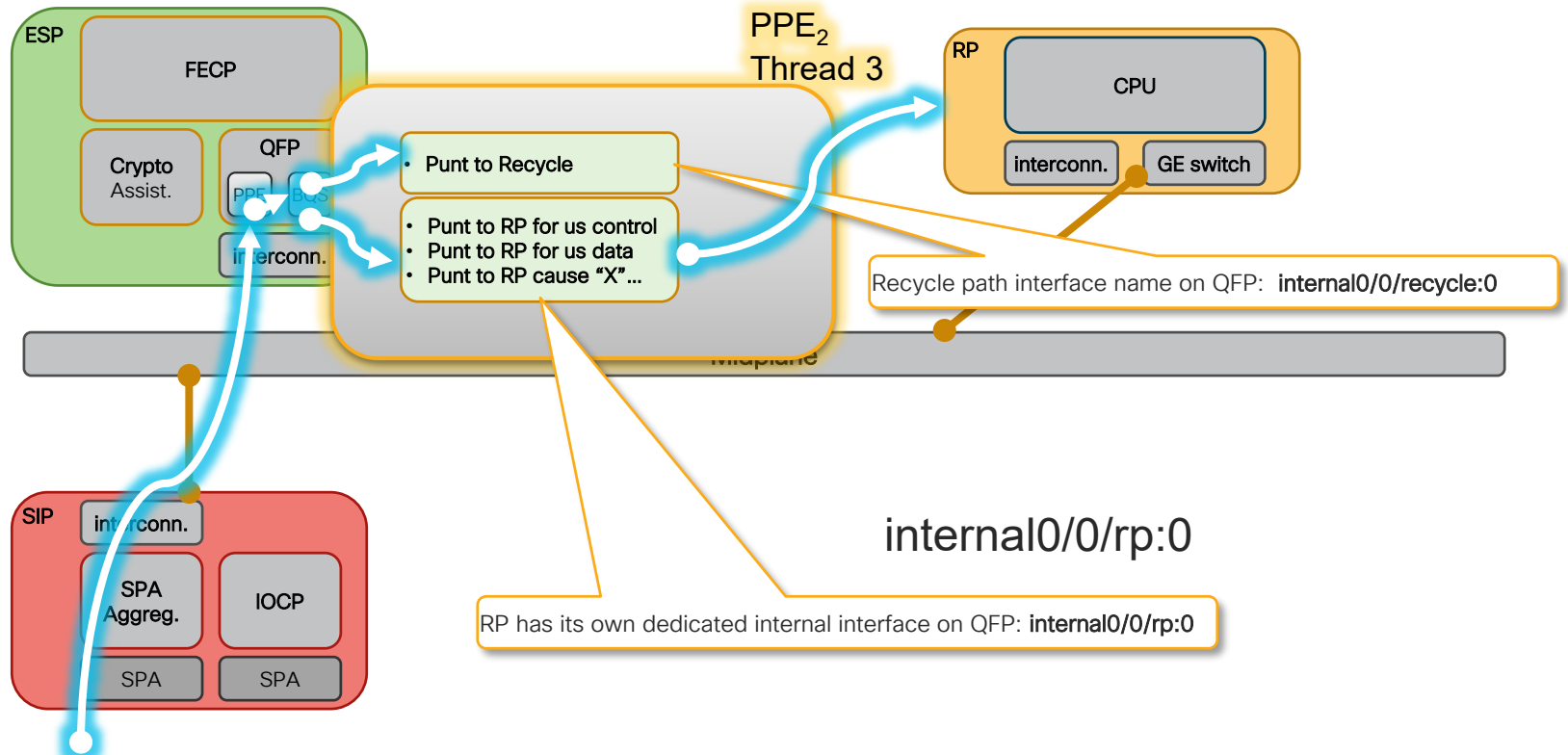
# Egress Packet Through SIP



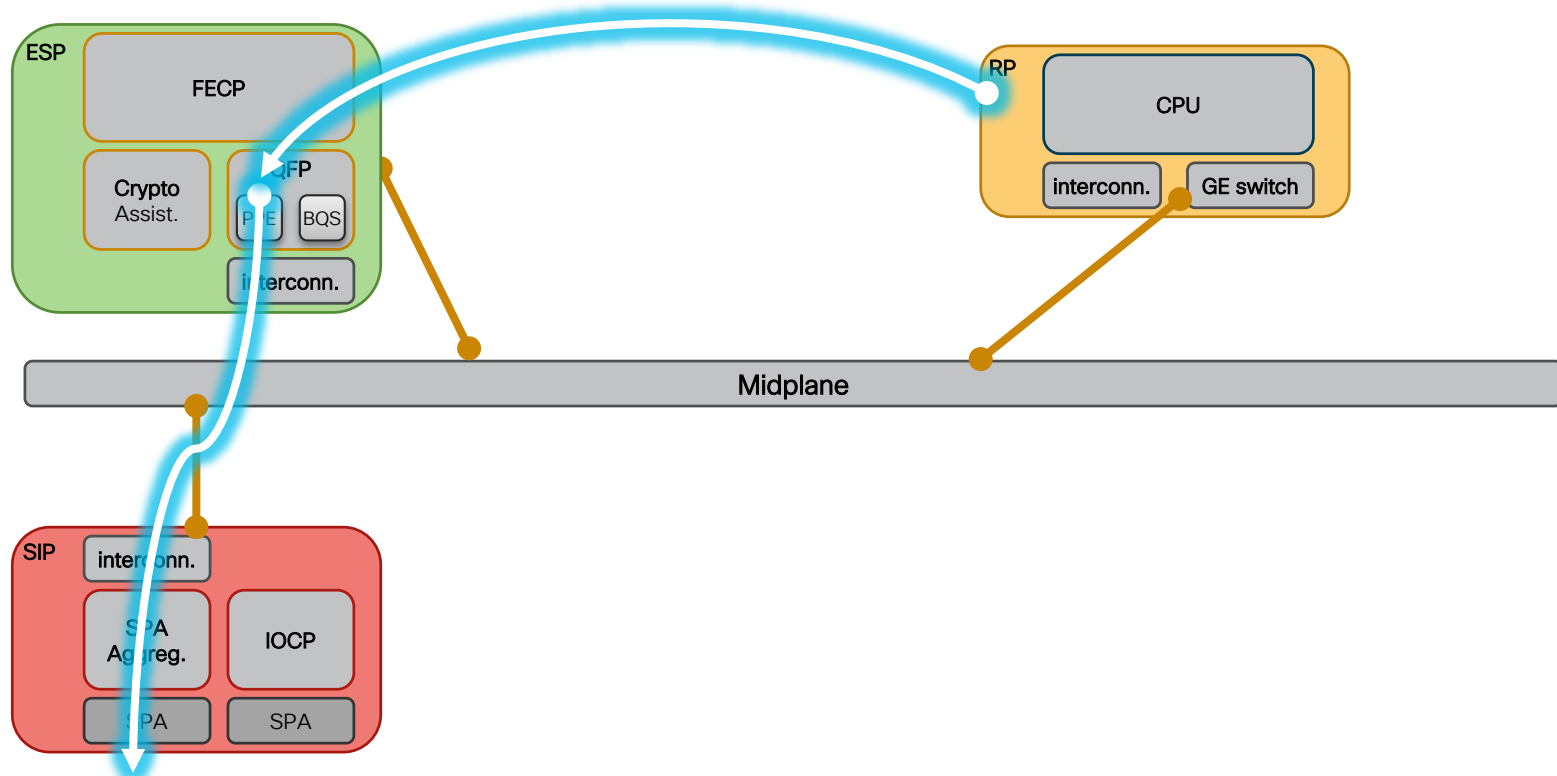
# Punt Path: From QFP to Internal Destination



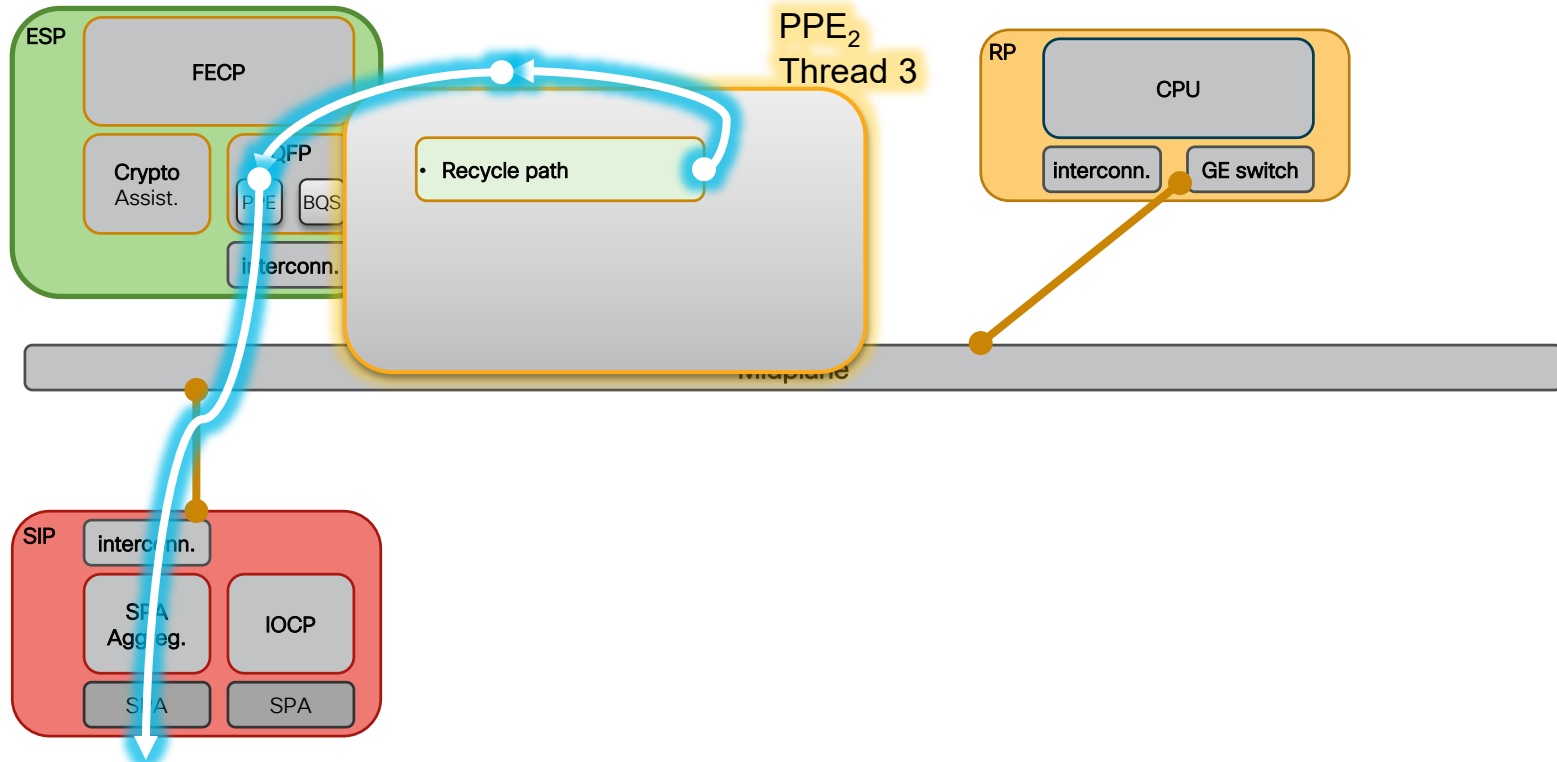
# Punt Path: From QFP to Internal Destination



# Inject Path: From RP via QFP to the network



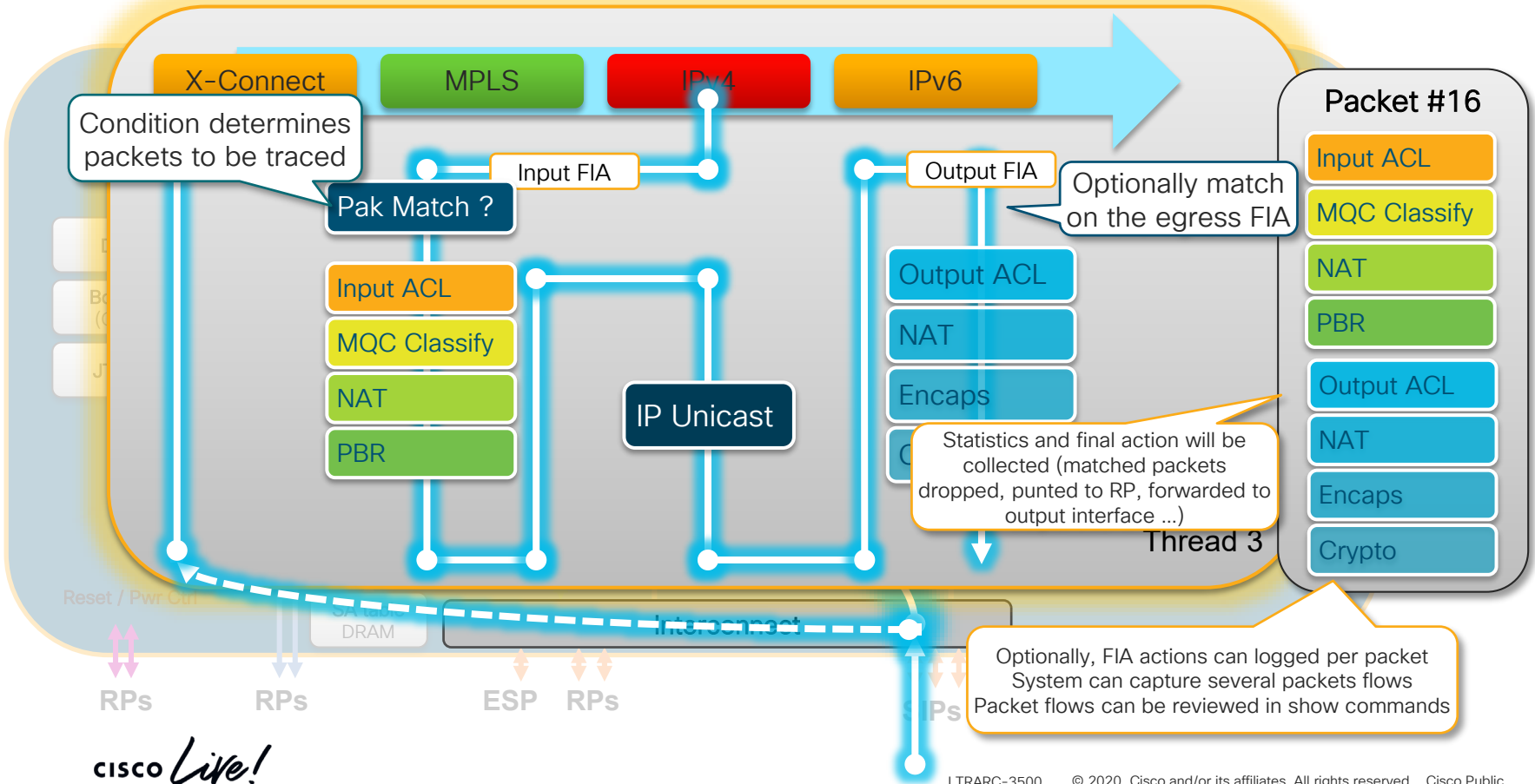
# Inject Path: Recycling packet via QFP to network



# Packet-tracer and FIA Debugger

# The Packet Tracer and FIA Debugger

Introduced in IOS-XE 3.10





# Packet-Trace: Accounting

- Accounting keeps a count of all packet-trace interesting packets that enter and leave the “packet processor”.
- Three basic count groups.
  - Summary Counts
    - Packets Matched – packets that matched conditions
    - Packets Traced – packets that were traced
  - Arrival Counts
    - Ingress – packets entering via external interfaces
    - Inject\* – number of packets seen as injected from control plane
  - Departure Counts
    - Forward – number of packets scheduled/queued for delivery
    - Punt\* – number of packets punted to control plane
    - Drop\* – number of packets specifically dropped by packet processing
    - Consume – number of packets consumed during packet process (e.g. ping request)

# Packet-Trace: Summary Data

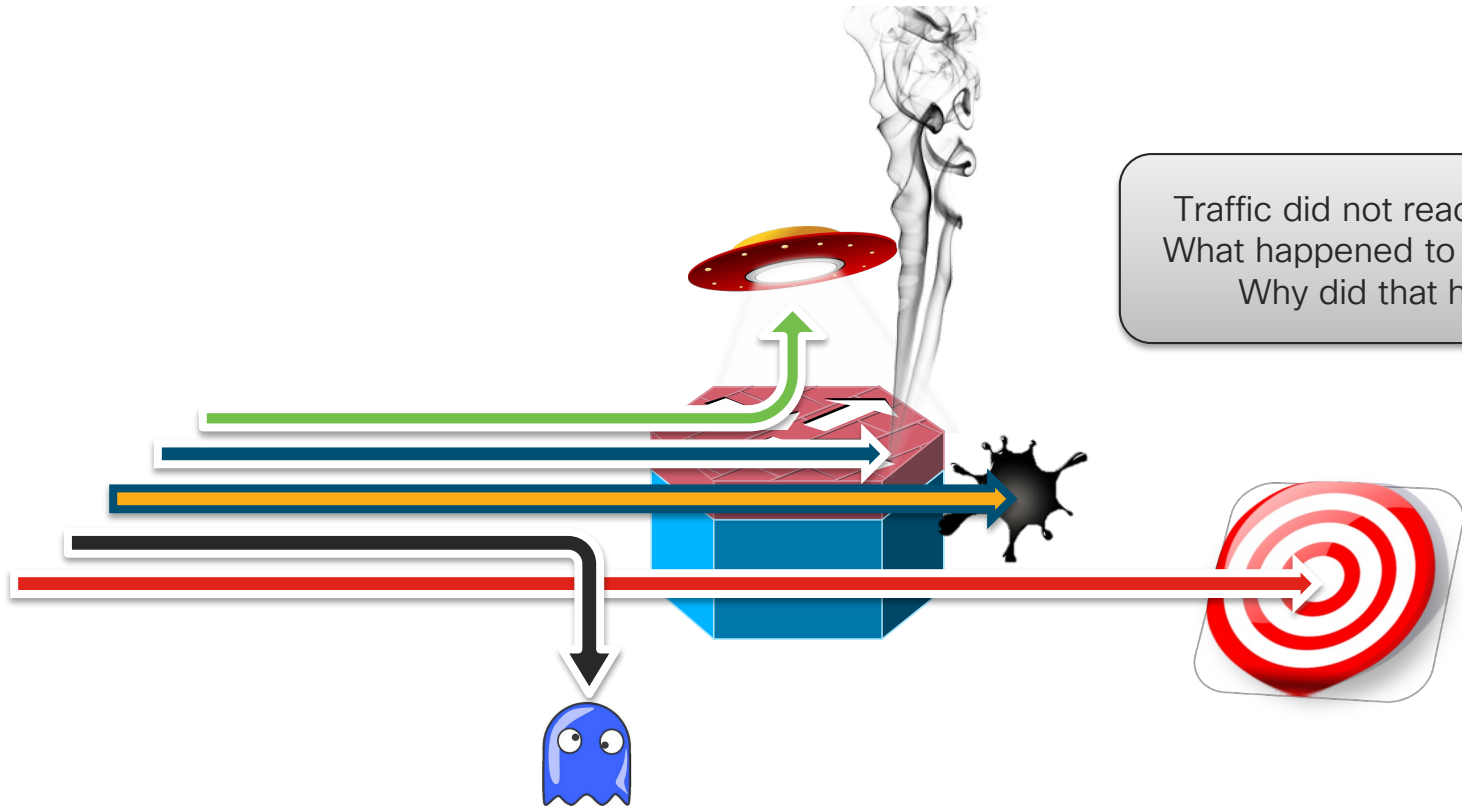
- Summary data is collected for a specified number of packets and includes:
  - Packet number (packet-trace specific packet number)
  - Input interface
  - Output interface
  - Final packet state and any punt/drop/inject codes
- Collecting summary data uses little performance over the normal packet processing
- Example usage:
  - To isolate which interfaces are dropping traffic so more detailed inspection can be used after applying interface specific conditions.

# Packet-Trace: Path Data

- Path data may be collected per packet and is made up of different types of data:
  - Common path data (e.g. IP tuple)
  - Feature specific data (e.g. NAT)
  - Feature Invocation Array (FIA) trace – optionally enabled
  - Copy of all or part of the incoming and/or outgoing packet – optionally enabled
- Capturing path data with FIA trace and packet copy has the greatest impact on packet processing
  - FIA tracing creates many path data entries costing instructions and DRAM writes
  - Packet copy creates many DRAM read/writes
- Packet-trace will only affect the performance of packets traced (i.e. those matched by the user provided conditions)

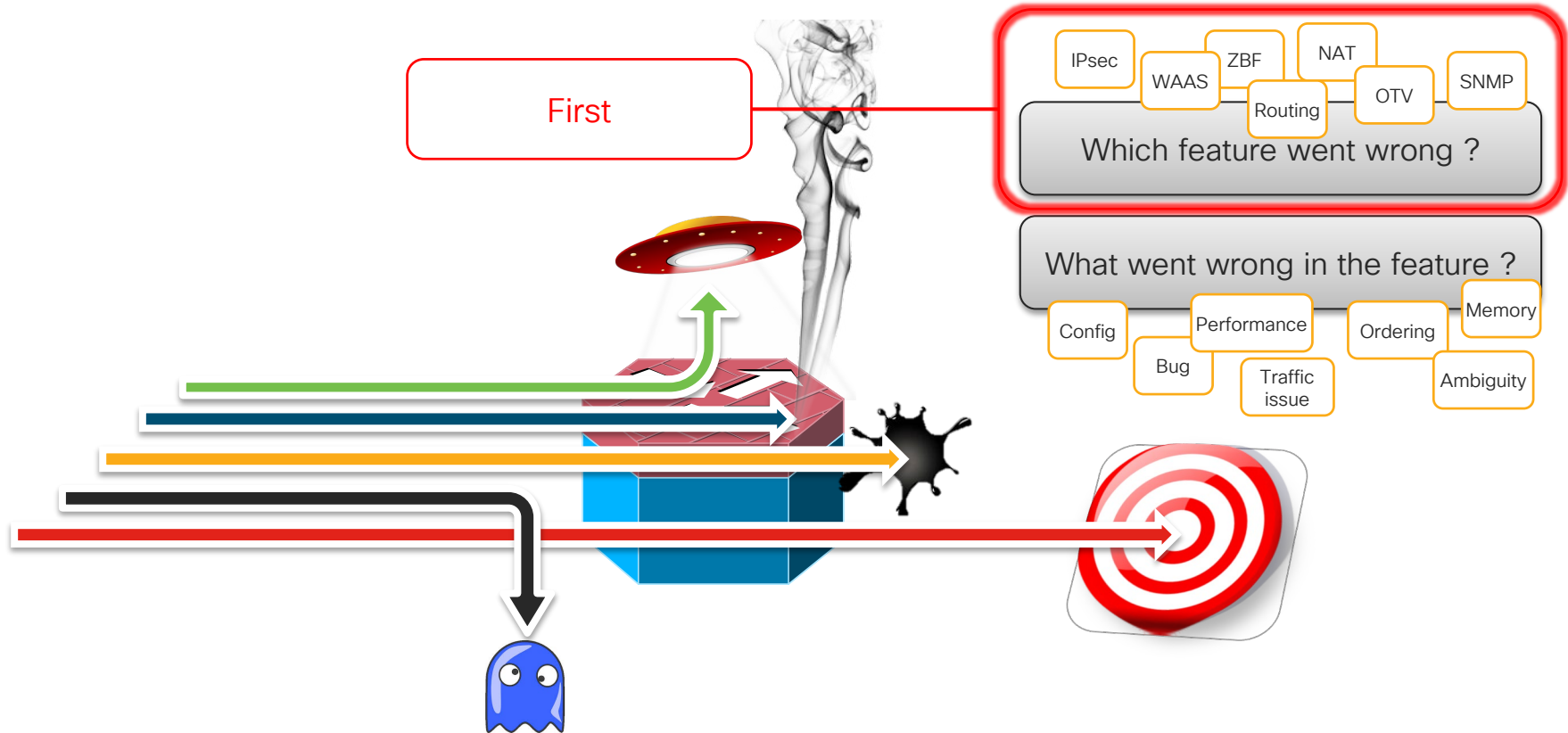
# Debugging Strategies

# Everyday Situations

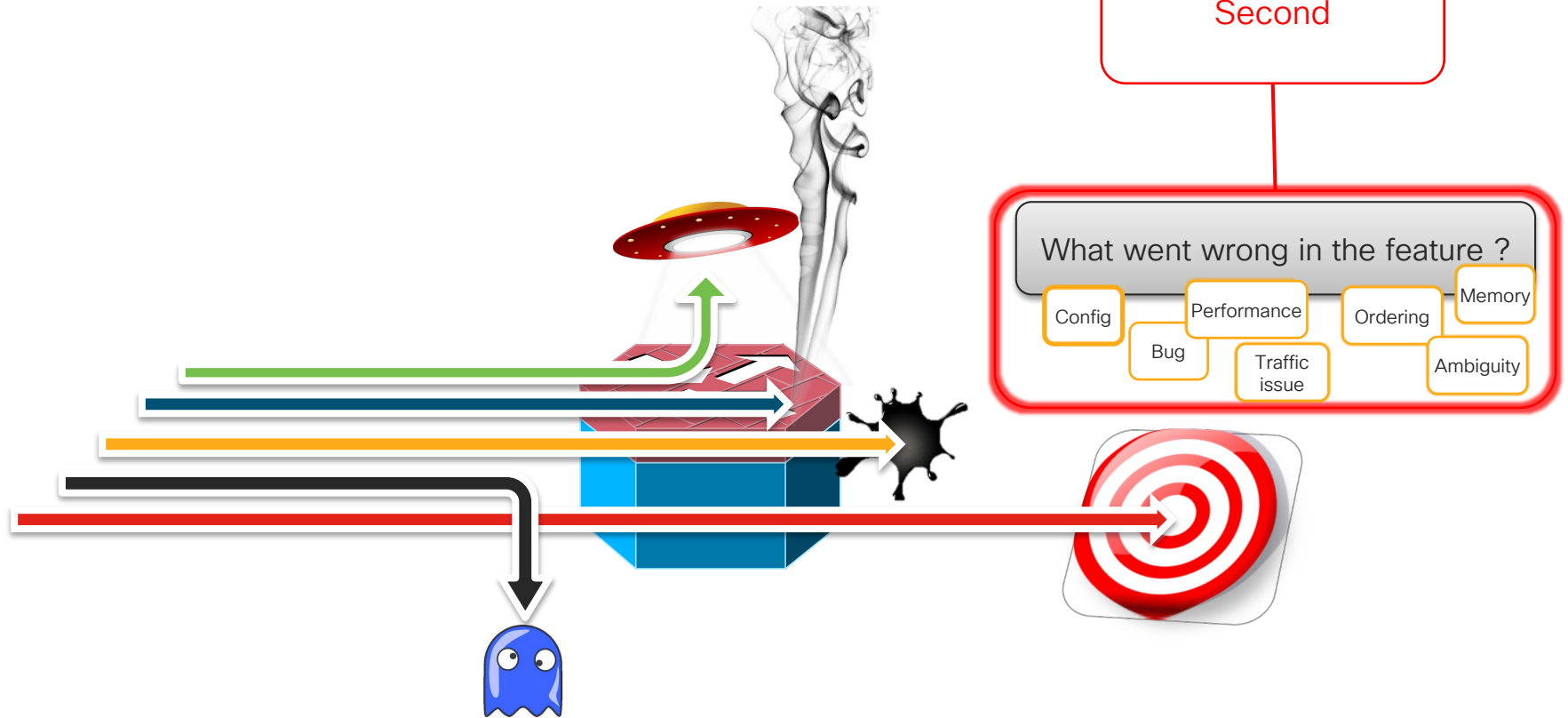


Traffic did not reach its target!  
What happened to that packet?  
Why did that happen?

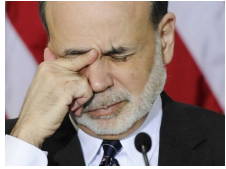
# Everyday Situations



# Everyday Situations



# Debugging Strategies to Date



Nightmare

## IOSd Control Plane

- ACL + show access-list,...
- show interface / ip route / bgp ...

Top Down

Rock bottom

## Platform Control Plane

- ESP “stuff”
- e.g. show platform ... hard to remember

Let's  
change  
that!!

## Data Plane

- ESP “stuff”
- More arcane show platform ...



# New Debugging Strategy



cisco *Live!*

## IOSd Control Plane

- show interface, show ip route, show bgp ...
- Feature debugging

## Platform Control Plane

- Unified show commands
- Platform show commands
- Future: control plane conditional debugging

## Data Plane

- Packet Tracer
- Forwarding plane conditional debugging
- Embedded Packet Capture

# Troubleshooting Tools and Capabilities

# Embedded Packet Capture

# The Embedded Packet Capture

One way of capturing packets...

Introduced in IOS-XE 3.7

- Shows whether packets have been received or sent
- Shows what packets look like
- Excellent tool but insufficient
- Requires export to decoder
- Config and decode made easy with

```
Device# monitor capture mycap start
Device# monitor capture mycap access-list v4acl
Device# monitor capture mycap limit duration 1000
Device# monitor capture mycap interface GigabitEthernet 0/0/1 both
Device# monitor capture mycap buffer circular size 10
Device# monitor capture mycap start
Device# monitor capture mycap export tftp://10.1.88.9/mycap.pcap
Device# monitor capture mycap stop
```

```
Device# show monitor capture mycap buffer dump

0
0000: 01005E00 00020000 0C07AC1D 080045C0  ..^.....E.
0010: 00300000 00000111 CFDC091D 0002E000  .0.....
0020: 000207C1 07C1001C 802A0000 10030AFA  .....*.
0030: 1D006369 73636F00 0000091D 0001      ..example.....

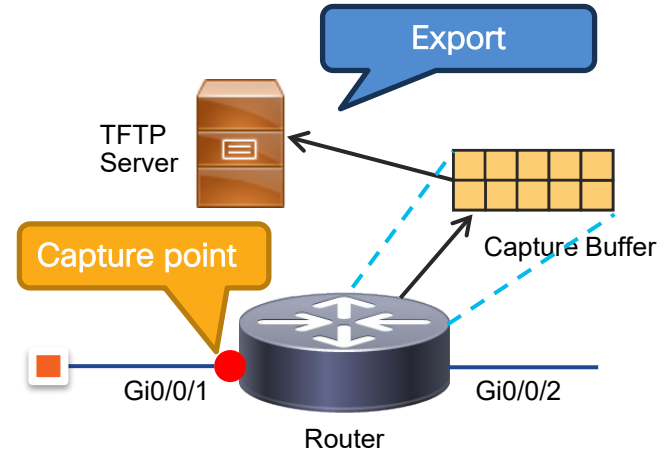
1
0000: 01005E00 0002001B 2BF69280 080046C0  ..^.....+.F.
0010: 00200000 00000102 44170000 0000E000  .....D.....
```

<https://cway.cisco.com/tools/CaptureGenAndAnalyse/>

```
0020: 000207C1 07C1001C 88B50000 08030A6E  .....n
0030: 1D006369 73636F00 0000091D 0001      ..example.....
```

# Embedded Packet Capture

- EPC added to FIA
  - Beginning of ingress FIA
  - End of egress FIA
- Matched packets are copied
- Copied packets get punted to RP
- Original packets processed as usual
- Capture buffer on RP can be exported to .pcap file



# Use EPC to Troubleshoot Packet Corruptions

## An Use Case Study of Data Collection Automation

- IPsec integrity check makes it sensitive to packet corruption in the network

```
%CRYPTO-4-RECVD_PKT_MAC_ERR: decrypt: mac verify failed for connection id=695  
local=192.168.14.2 remote=192.168.13.2 spi=7C4E759F seqno=00000001
```

- Problem Challenges:

- Highly intermittent
- Requires Packet Capture on both ends to prove network corruption

- Solution

- Run continuous **EPC** with a circular buffer on both tunnel end points
- Use **EEM** with **SNMP** to synchronize and stop capture on both sides
- Notify the network administration by email
- Upload and examine both captures for evidence of corruption



# EPC in real life: troubleshooting packet corruption



# EPC in real life: troubleshooting packet corruption

Left peer



IPSEC

Right peer



EPC capturing IPSEC flow

EPC capturing IPSEC flow

```
%IPSEC-3-HMAC_ERROR: IPsec SA receives HMAC error, DP Handle 1142, src_addr  
10.10.10.1, dest_addr 10.10.10.2 , SPI 0xABCDEF
```



# EPC in real life: troubleshooting packet corruption

Left peer



IPSEC

Right peer



EPC capturing IPSEC flow

EPC capturing IPSEC flow

```
%IPSEC-3-HMAC_ERROR: IPsec SA receives HMAC error, DP Handle 1142, src_addr  
10.10.10.1, dest_addr 10.10.10.2 , SPI 0xABCDEF
```

EPC capture stopped

SNMP trap

# EPC in real life: troubleshooting packet corruption

Left peer



IPSEC

Right peer



EPC capturing IPSEC flow

EPC capturing IPSEC flow

```
%IPSEC-3-HMAC_ERROR: IPsec SA receives HMAC error, DP Handle 1142, src_addr  
10.10.10.1, dest_addr 10.10.10.2 , SPI 0xABCDEF
```

EPC capture stopped

EPC capture stopped

SNMP trap

# EPC in real life: configs

```
left-peer#show run | se event
snmp-server enable traps event-manager
snmp-server host 10.10.10.1 public event-manager
event manager applet detect_bad_packet
event syslog pattern " IPSEC-3-HMAC_ERROR "
action 1.0 cli command "enable"
action 2.0 cli command "monitor capture stop test"
action 3.0 syslog msg "Packet corruption detected and
capture stopped!"
action 4.0 snmp-trap intdata1 123456 strdata ""
```

```
*Jan 14 21:34:51.639: %IPSEC-3-HMAC_ERROR: IPsec SA
receives HMAC error, DP Handle 1142, src_addr 10.10.10.1,
dest_addr 10.10.10.2 X, SPI 0xABCDEF
```

```
*Jan 14 21:34:51.858: %BUFCAP-6-DISABLE: Capture Point
test disabled.
```

```
left-peer#
```

```
*Jan 14 21:34:51.860: %HA_EM-6-LOG:
detect_bad_packet: Packet corruption detected and capture
stopped!
```

IPS

```
right-peer#show run | se event
event manager applet detect_bad_packet
event snmp-notification oid 1.3.6.1.4.1.9.10.91.1.2.3.1.9.
oid-val "123456" op eq src-ip-address 10.10.10.2
action 1.0 cli command "enable"
action 2.0 cli command "monitor capture stop test"
action 3.0 syslog msg "Packet corruption detected and
capture stopped!"
```

```
right-peer#
```

```
right-peer#
```

```
*Jan 14 21:34:52.337: %HA_EM-6-LOG:
detect_bad_packet: Packet corruption detected and capture
stopped!
```

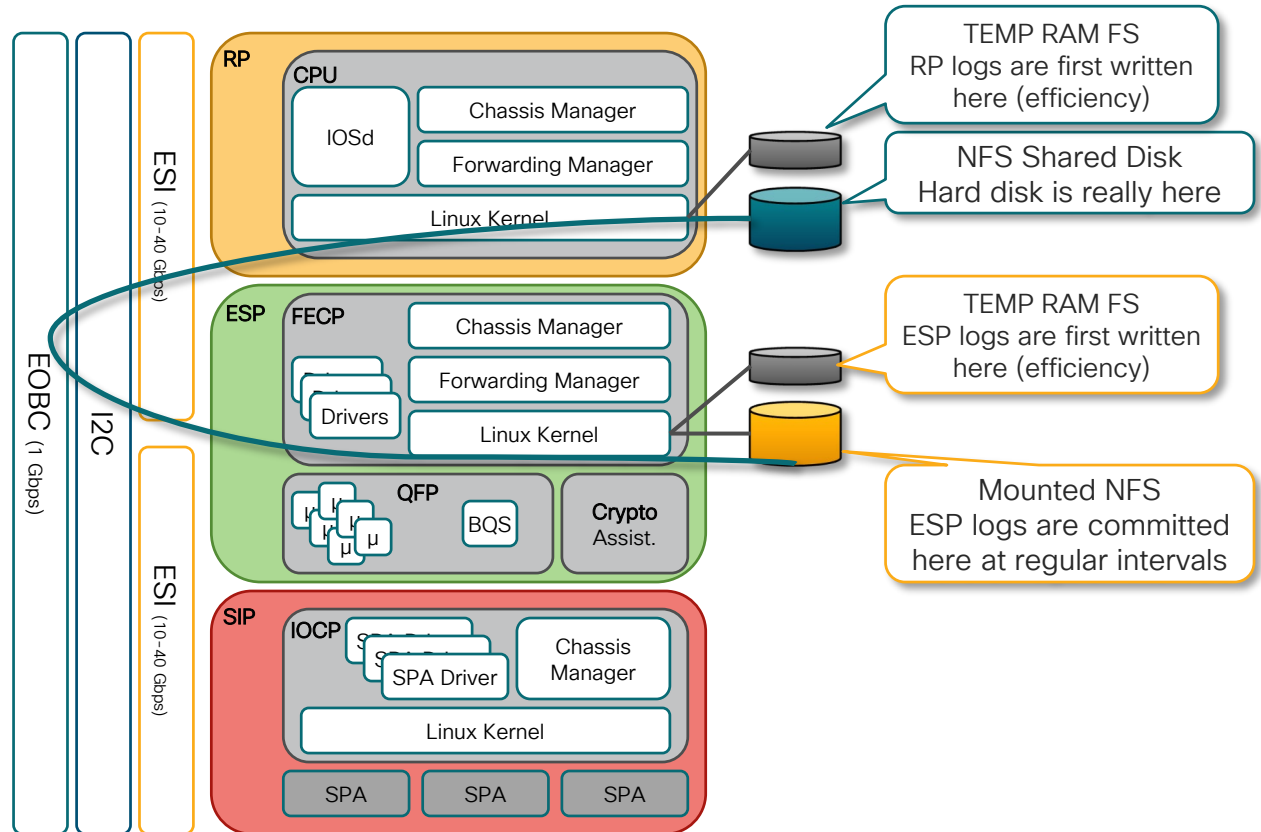
```
right-peer#
```

e 1142

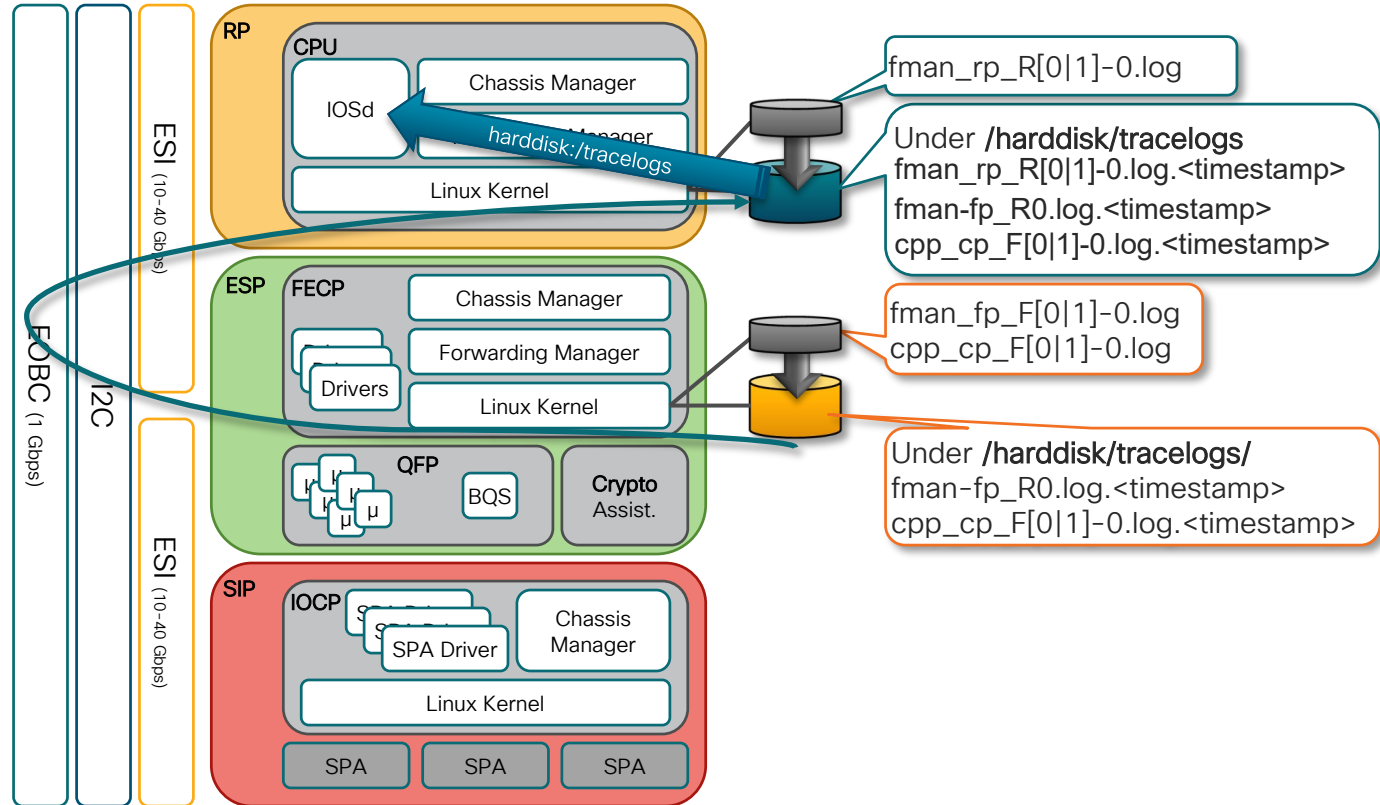
P tr

# Understanding and Extracting Platform Tracelogs

# Platform Tracing and Logging



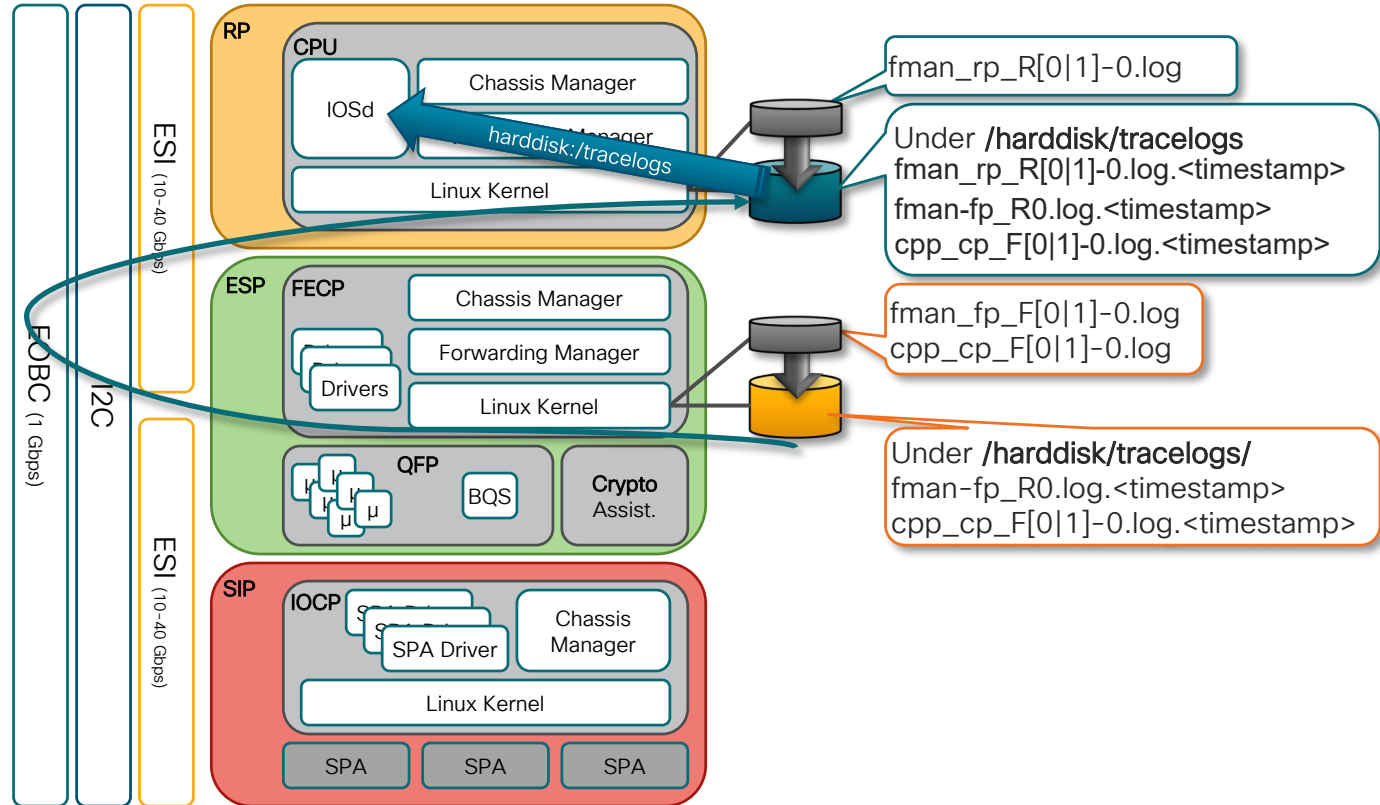
# Important Logs



# What log files are important?

- Important log files to get for security issues:
  - fman\_rp\_R[0|1].log (under /tmp/rp/trace directory on RP)
  - fman-fp\_F[0|1]-0.log (under /tmp/fp/trace directory on ESP)
  - cpp\_cp\_F[0|1]-0.log (under /tmp/fp/trace directory on ESP)
- All these logs get rotated and are copied to /harddisk/tracelogs directory on active RP.
- Look for the relevant log files depending on the time of the failure
- By default, all ERR messages are logged → should be the first things to look for

# Important Logs





# New Logging Framework: Show logging process

## **Show logging process <process name> internal**

```
#csr1000v-1# show logging process fman internal
```

```
excuting cmd on chassis local ...
```

```
Collecting files on current[local] chassis.
```

```
Total # of files collected = 4
```

```
Decoding files:
```

```
/harddisk/tracelogs/tmp_trace/fman_fp_F0-0.21047_0.20180109071524.bin: DECODE(592:0:592:10)
```

```
/harddisk/tracelogs/tmp_trace/fman_rp_R0-0.14852_0.20180109071523.bin: DECODE(21:0:21:11)
```

```
/harddisk/tracelogs/tmp_trace/fman_rp_pmanlog_R0-0.14682_0.20180109071455.bin: DECODE(25:0:25:1)
```

```
/harddisk/tracelogs/tmp_trace/fman_fp_image_pmanlog_F0-0.20738_0.20180109071508.bin:
```

```
DECODE(28:0:28:1)
```

```
<.....decoded files>
```

# New Logging Framework: Show logging profile

## **Show logging profile <profile name> internal**

```
csr1000v-1# show logging profile iwan internal
```

```
executing cmd on chassis local ...
```

```
Collecting files on current[local] chassis.
```

```
Total # of files collected = 16
```

```
Decoding files:
```

```
2018/01/09 07:14:55.770 {fman_rp_pmanlog_R0-0}{1}: [fman_rp_pmanlog] [14682]: (note): gdb port 9905 allocated
```

```
2018/01/09 07:14:55.812 {fman_rp_pmanlog_R0-0}{1}: [fman_rp_pmanlog] [14682]: (note): swift_repl port 8005 allocated
```

```
2018/01/09 07:14:55.882 {fman_rp_pmanlog_R0-0}{1}: [fman_rp_pmanlog] [14682]: (info): (std):  
/tmp/sw/rp/0/0/rp_security/mount/usr/binos/conf/pman.sh: line 424: sigusr1_func: readonly function
```

```
2018/01/09 07:14:55.902 {fman_rp_pmanlog_R0-0}{1}: [fman_rp_pmanlog] [14682]: (note): process scoreboard  
/tmp/rp/process/fman_rp%rp_0_0%0 fman_rp%rp_0_0%0.pid is 1458
```

```
22018/01/09 07:14:55.902 {fman_rp_pmanlog_R0-0}{1}: [fman_rp_pmanlog] [14682]: (note):  
fman_rp%rp_0_0%0.gdbport is 9905
```

```
2018/01/09 07:14:55.902 {fman_rp_pmanlog_R0-0}{1}: [fman_rp_pmanlog] [14682]: (note):  
fman_rp%rp_0_0%0.swift_replport is 8005
```

Wrapping up...

# Key Session Takeaways

- IOS-XE Platforms are complex but **troubleshooting doesn't have to be**
  - Use Resource Monitoring for consolidated view of system health
  - Use the **platform CPU/memory command variant** for in-depth resource check
- Detailed Discussion on Packet Forwarding
  - Data plane **Packet Tracing** is your friend!
  - Use the **right tool** for the job!
- Discussed Troubleshooting Strategy and Tools
  - **Control** vs. **Data Plane**
  - **Embedded Packet Capture**
  - Leverage **Platform Logs** for in-depth troubleshooting
  - End-to-end platform **debugging workflow** and strategies

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