

# Capture Network Diagnostic Information using the FindIT Network Probe

## Objective

The Cisco FindIT Network Management provides tools that help you easily monitor, manage, and configure your Cisco 100 to 500 Series network devices such as switches, routers, and wireless access points (WAPs) using your web browser. It also notifies you about device and Cisco Support notifications such as the availability of new firmware, device status, network settings updates, and any connected devices that are no longer under warranty or covered by a support contract.

The FindIT Network Management is a distributed application which is comprised of two separate components or interfaces: one or more Probes referred to as FindIT Network Probe and a single Manager called FindIT Network Manager.

The FindIT Network Probe is equipped with a Troubleshooting page that provide a tool to help diagnose problems in the network. The Network Show Tech allows you to easily capture diagnostic information for your network and send it to a support engineer for analysis, or save to your local computer for your personal analyzation.

This article provides instructions on how to capture diagnostic information using the FindIT Network Probe.

## Capture Network Diagnostic Information

### Gather Diagnostic Data

Step 1. Log in to the Administration GUI of the FindIT Network Probe using your username and password. The default username and password is cisco/cisco.



## FindIT Network Probe

A login form for the FindIT Network Probe interface. The form is enclosed in a red rounded rectangle. It contains a text input field with "cisco" entered, a password field with five dots, a language dropdown menu currently set to "English", and a blue "Login" button at the bottom.

cisco

.....

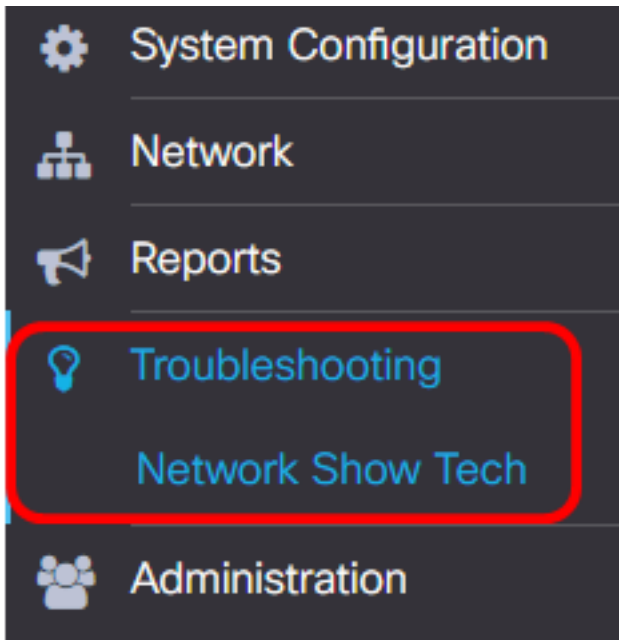
English ▼

Login

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**Note:** If you have already changed the password or created a new account, enter your new credentials instead.

Step 2. Choose **Troubleshooting > Network Show Tech**.



Step 3. (Optional) Check the **Remove password and certificates** check box to exclude passwords and certificates from diagnostic information. This is checked by default.

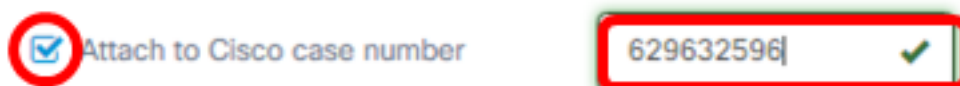
FindIT Network Probe will gather diagnostic information about your network for use by technical support.

Data collected includes the network topology, device details, configurations, and FindIT Network Probe log files.



**Note:** Alternatively, you can uncheck this check box to include passwords and certificates to the diagnostic information that you are going to capture.

Step 4. (Optional) Check the **Attach to Cisco case number** check box then enter the case number in the field to attach the diagnostic information to a Cisco case number.



**Note:** In this example, 629632596 is used.

Step 5. (Optional) Check the **Email to** check box if you want the information to be sent through an email, then enter the email address or addresses where the diagnostic information will be sent. You can enter multiple email addresses separated by a comma.

**Note:** Make sure the email settings have been configured on the FindIT Network Probe. For instructions, click [here](#).



**Note:** In this example. [ccoesup@gmail.com](mailto:ccoesup@gmail.com) is used.

Step 6. (Optional) If you prefer to download the diagnostic information to your computer, make sure the **Download to my PC** check box is checked. Otherwise, uncheck this box.

Download to my PC

Step 7. Click the **Gather diagnostic data** button.

FindIT Network Probe will gather diagnostic information about your network for use by technical support.

Data collected includes the network topology, device details, configurations, and FindIT Network Probe log files.

Remove password and certificates

Attach to Cisco case number  ✓






Email to  ✓

Download to my PC

**Gather diagnostic data**

The **Generating...** message will be displayed next to the Gather diagnostic data button.



Step 8. (Optional) Click the **Task Status** button to check the progress of the download.

cisco English     

**Running Task(s)**

Data Collection for Network Show Tech

✓ 6 ✗ 0 60%

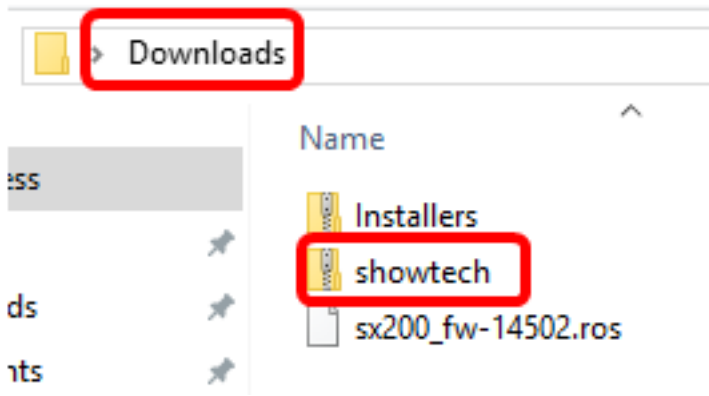
 topology	SUCCESS
 inventory	SUCCESS

You should now have successfully gathered diagnostic data of your network. The exported file is named showtech.zip.

## Access the Diagnostic Data

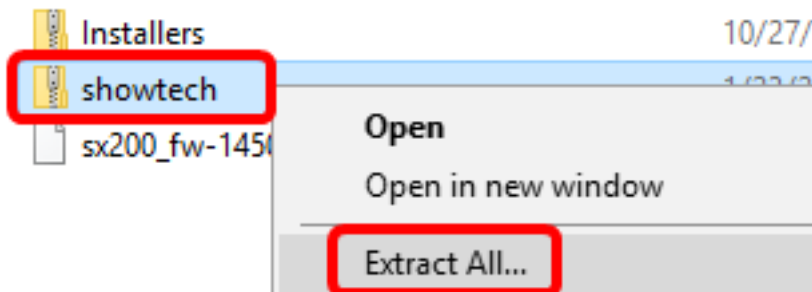
The diagnostic information is exported as a zip file. To access the data, follow these steps:

Step 1. If you checked the **Download to my PC** check box in Step 6, go to the Downloads folder of your computer. Otherwise, check the email address used in Step 5.



**Note:** In this example, the diagnostic data is saved in the Downloads folder.

Step 2. Right-click the **showtech** zip file then click **Extract All** to unzip the diagnostic information to your preferred location.



**Note:** The instructions may vary depending on the operating system that you have. In this example, Windows 10 is used.

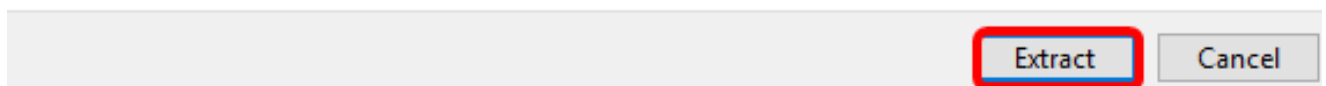
Step 3. Click **Extract** to proceed.

## Select a Destination and Extract Files

Files will be extracted to this folder:

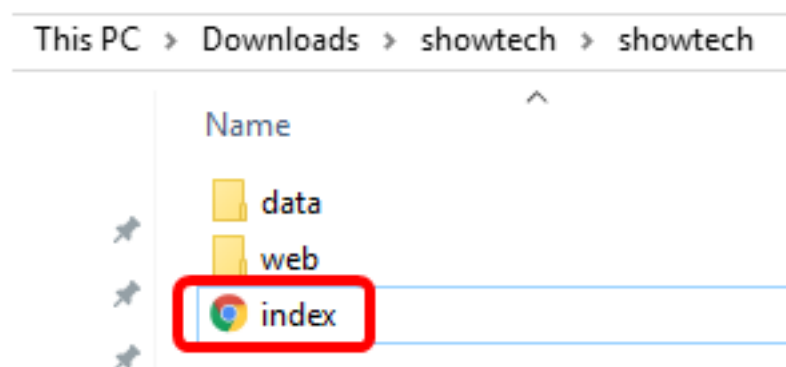
C:\Users\CISCO\Downloads\showtech Browse...

Show extracted files when complete



Step 4. Double-click on the **showtech** folder to access the files.

Step 5. Double-click on the **index.html** file to view the exported diagnostic data.



You should now have accessed the exported diagnostic data from your computer.

