Support Tools

Asset Manager provides various tools to facilitate working with the Support team on issues that may arise while using the product. These tools produce data and information about system processes, making diagnosing and resolving problems easier for Support.

Component Status - View or change the status of services Asset Manager depends on, such as the discovery agent and Syslog. SNMPD and PacketCapture services are typically enabled on demand. CLI must establish SNMPD; otherwise, it won't persist. See Asset Manager Component Status for more.

SNMP Status & SNMP Walk - Display SNMP management information. To use it, connect to an SNMP-responding device using SNMPv2, SNMPv3 MD5, or SNMPv3 SHA credentials, and then click Fetch SNMP Data. See Checking the Status of SNMP & SNMP Walk for more.

Ping Test - Test availability of a network host. For example, you can ping from Command Center to a Scout or from Scout to a Command Center. See Ping-Testing a Device for more.

List of Processes - View statistics about processes running on the local host. See List of Processes and System Performance & Utilization for more.

Active Database Queries - This tool enables you to check the state of active database queries. The metadata it generates about recently run queries is useful to Support in troubleshooting issues. See Checking the State of Active Database Queries for more.

Import/Export System Configuration - Upload or download a system configuration. See Importing & Exporting Configurations for more.

Download Log Bundle - This command downloads Asset Manager's current configuration and a running list of all Lumeta system activity for use in troubleshooting. See Log Files & Downloading a Log Bundle, Essential CLI Procedures for more.

BGP Current Status - This tool provides information on BGP peering activity, including identifiers such as the peer's IPv4 of IPv6 address, the name of the collector receiving the BGP update, and the timestamp indicating when the most recent update occurred. The results also display the number of BGP route updates received or withdrawn. See Configuring BGP Monitoring for more.

Traceroute Test - This tool enables you to find out whether a Command Center can trace to a Scout or target network within 30 hops. To trace from a Scout (which has virtually no GUI) to another location, superusers should instead use the CLI command `support bash` and then `su` to root. From there, you can traceroute to an IP.

DNS Lookup - This tool enables you to query a DNS server for the names or IP addresses of a specified host.

- Component Status
- Checking the Status of SNMP & SNMP Walk
- Ping-Testing a Device
- List of Processes
- Checking the State of Active Database Queries
- Importing & Exporting Configurations
- Downloading a Log Bundle
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