

Sample ideal bug report for a CLI NED

Please see the *Detailed process regarding NED Support* document for overall information

(1) PROJECT CONTACT AND NAME:

Project: Example customer Phase 1 roll out

Contact person: N.N

Phone no.: +XX XXXXXX XXXX

Email: n.n@customer.com

(2) NED TARGET DELIVERY DATE

DD-MM-YYYY

(3) NED & NSO INFO

NED Name: cisco-ios

NED Version: 5.0.10

NSO Version: 4.1.4

(4) DEVICE MODEL/OS-VERSION

OS Version: ME380x Software (ME380x-UNIVERSALK9-M), Version 15.4(3)S4

Model: cisco ME-3800X-24FS-M (PowerPC8572)

(5) TECHNICAL CONTACT

Contact person: N.N

Phone no.: +XX XXXXXX XXXX

Email: n.n@device.expert.com

(6) PROBLEM SUMMARY:

We are trying to set duplex and speed values on the device. When we commit we are getting an error that duplex cannot be set until speed is set to non-auto value. The NED is trying to set duplex before speed and it fails with an exception:

Aborted: Network Element Driver error ned_prepare_cli for device me3800:

duplex

full:

Duplex cannot be set until speed is set to non-auto value

admin@ncs(config-if)#

(7) DEBUG TRACE

```
$ ncs_cli -u admin -C
```

```
admin@ncs# config
```

```
Entering configuration mode terminal
```

(7a) Enable RAW trace (must reconnect to take effect):

```
admin@ncs(config)# devices device me3800-1 trace raw
```

```
admin@ncs(config-device-me3800-1)# commit
```

```
Commit complete.
```

```
admin@ncs(config-device-me3800-1)# devices device me3800-1 disconnect
```

```
admin@ncs(config-device-me3800-1)# devices device me3800-1 connect
```

```
result true
```

```
info (admin) Connected to me3800-1 - 172.20.161.35:22
```

(7b) Set/clear relevant configuration to enter initial state:

```
admin@ncs(config)# devices device me3800 config
admin@ncs(config-config)# default interface GigabitEthernet0/3
result
Interface GigabitEthernet0/3 set to default configuration
switch1(config)#
```

(7c) Sync-from device in order to show all config in the NED trace.

```
admin@ncs(config-config)# devices device me3800 sync-from
result true
```

(7d) Configure relevant transaction config only using CLI commands (preferable). If not

possible, e.g. a large service, run it now in order to create the transaction:

```
admin@ncs(config-config)# interface GigabitEthernet 0/3
admin@ncs(config-if)# duplex full
admin@ncs(config-if)# speed 100
```

(7e) Show transaction before commit (both in native and XML syntax):

```
admin@ncs(config-if)# commit dry-run outformat native
device me3800
```

```
  interface GigabitEthernet0/3
  duplex full
  speed 100
  exit
```

```
admin@ncs(config-if)# commit dry-run outformat xml
device me3800
```

```
<interface xmlns="urn:ios">
  <GigabitEthernet>
    <name>0/3</name>
    <duplex>full</duplex>
    <speed>100</speed>
  </GigabitEthernet>
</interface>
```

(7f) Commit to device, showing the error:

```
admin@ncs(config-if)# commit
Aborted: Network Element Driver error ned_prepare_cli for device me3800:
```

```
duplex
full:
```

Duplex can not be set until speed is set to non-auto value

```
admin@ncs(config-if)#
```

(8) SUCCESSFUL EXAMPLE:

Show how it should work on a real device (SSH/TELNET):

```
switch1#configure t
Enter configuration commands, one per line. End with CNTL/Z.
switch1(config)#default int Glg 0/3
Interface GigabitEthernet0/3 set to default configuration
switch1(config)#int Gig 0/3
switch1(config-if)#speed 100
```

```
switch1(config-if)#duplex full
switch1(config-if)#do show run int gig 0/3
Building configuration...
```

Current configuration : 60 bytes

!

```
interface GigabitEthernet0/3
  speed 100
  duplex full
end
```

(9) DEVICE ACCESS:

```
telnet 10.1.2.3 23
admin/cisco/cisco123
```

(10) ATTACHMENTS:

- Raw NED trace: ned-cisco-ios-me3800-1.trace
- Java VM log: ncs-java-vm-log