Arista Troubleshooting Guide

By Zafer Steele

Table of Contents

1. Logs

Arista switches store logs similarly to Linux systems, making them familiar for administrators.

Viewing Logs

- **Live log monitoring:**

  ```
  show logging follow
  ```

- **List available log files:**

  ```
  ls /var/log
  ```

- **View system messages (requires `sudo`):**

  ```
  sudo tail /var/log/messages
  ```

Key Log Locations

Path	Description
`/var/log/messages`	System & application logs
`/mnt/drive/`	Archived logs (on switches with SSDs)

⚠ **Note:** Files outside `flash:` are stored in memory and will not persist after a reboot.

2. Performance Monitoring

Use `top` to monitor system processes and CPU usage.

Commands

```
 show process top
# OR from Bash:
top
```

Understanding `top` Output

Metric	Description
Load average	1, 5, and 15-minute load averages

%CPU(s) Metric	Breakdown of CPU usage: Description
`us`	User processes
`sy`	System (kernel) processes
`id`	Idle time (higher = better)
`wa`	I/O wait time
`hi` / `si`	Hardware/software interrupts
`st`	CPU stolen by hypervisor (if virtualized)

Example Output:

```
top - 02:22:23 up 1:42, 1 user, load average: 0.28, 0.29, 0.29
Tasks: 289 total, 1 running, 288 sleeping, 0 stopped, 0 zombie
%Cpu(s): 7.0 us, 1.2 sy, 0.0 ni, 91.5 id, 0.1 wa, 0.1 hi, 0.0 si, 0.0 st
```

3. Tracing Agents (Debugging)

Arista uses **tracing** instead of traditional `debug` commands.

Step-by-Step Tracing

1. **Find the agent name:**

   ```
   show agent names
   ```

2. **Check traceable facilities:**

   ```
   show trace <agent-name>
   ```

3. **Start tracing:**

   ```
   trace <agent-name> filename flash:<filename>.txt
   trace <agent-name> enable <facility> all
   ```

4. **Monitor traces:**

   ```
   trace monitor <agent-name>
   # OR from Bash:
   tail -f /mnt/flash/<filename>.txt
   ```

Example: Tracing BGP

```
trace Rib filename flash:Rib.txt
trace Rib enable Rib::Bgp::* all
bash tail -f /mnt/flash/Rib.txt | grep BGP
```

Stopping Traces

```
no trace <agent-name> enable * all
no trace <agent-name> filename flash:<filename>.txt
del <filename>.txt
```

⚠ **Warning:** Traces consume disk space and CPU—**always disable them when done!**

4. CLI Standalone Mode

If you see:

```
Cannot connect to CLI. Entering standalone shell.
```

- **Cause:** CLI cannot connect to Sysdb (e.g., high CPU load).
- **What to do:**
  - Wait a few minutes and reconnect.
  - If persistent, contact **Arista TAC**.

5. Arista Support

Available Resources

⬚ **TAC (Technical Assistance Center)** – Phone/email support
⬚ **EOS Central** – Community forums & tech tips
⬚ **Arista.com** – Documentation & software downloads

⬚ **Pro Tip:** Always have your support contract details ready when contacting TAC.

Final Notes

- **For advanced issues**, check the Arista Documentation.
- **Contributions?** Feel free to submit a PR on GitHub.

⬚ **Authored by Zafer Steele** | ⬚ **Last Updated: 2025**

This guide provides a quick reference for common Arista troubleshooting tasks. For detailed explanations, refer to official Arista manuals. ⬚