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	I3C Centre - Operator Mode	Brocade Switch_ Logs and Traces_EN.pdf	27 th of September 2013	1

BULL INFRASTRUCTURE SERVICES & SUPPORT



Support Storage Procedure for Brocade Switches SupportSave Log and SupportShow Info Collection

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1. Running 'supportsave' script and user interface messages

Brocade switches can run a script named 'supportsave' to collect log files with complete information for diagnosis. The resulting log looks like a compress file ('.zip' extension) and is labelled with the name of the switch.

Script 'supportsave' is packed into version FOS 4.4 and latest. If any problem with older implemented version, instead of please run script 'supportshow' (as described below).

1. First step is to connect one FTP server which will get back the log file
2. Make a Telnet connection to the switch
3. Run the 'supportsave' command
4. Answer questions and enter needed information to transfer resulting file to FTP server
5. When process is complete, the generated log is onto FTP server and defined location.

Exemple:

switch:admin> **supportsave**

This command will collect RASLOG, TRACE, supportShow, core file, FFDC data and other support information and then transfer them to a FTP/SCP server or a USB device. This operation can take several minutes. NOTE: supportSave will transfer existing trace dump file first, then automatically generate and transfer latest one. There will be two trace dump files transferred after this command.

OK to proceed? (yes, y, no, n): [no] y

Host IP or Host Name: 10.1.1.11 {the host that has the service on it like ftp that will receive the files}

User Name: admin {the account on the FTP or other service on the Unix host that will receive the files}

*Password: ***** {the password of the account on the FTP or other service on the Unix host}

Protocol (ftp or scp): ftp {choose the type of service on the host that will receive the files}

Remote Directory: /temp/support {directory on the service selected above to save the files to}

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2. Note relative to script 'supportshow'

Through a telnet connection onto one switch, the script 'supportshow' can collect data for diagnosis.

Unlike 'supportsave', the script 'supportshow' is not creating an archive file but displays resulting data onto the screen. So to make an archive, user will have to capture the telnet session into a file.

3. Displaying switch ports errors

To analyse errors from switch ports and make a diagnosis, follow the steps hereunder:

1. make a telnet connection onto the switch.
2. run and collect data from scripts 'supportsave' or 'supportshow'.
3. display and analyse errors through the command: porterrshow.
4. delete statistical data from switch ports through the command: statsclear.
5. whether incident needs to be reproduce, beforehand run the command: portlogdumpclear
6. ensure statistics are correctly resetted through the command: porterrshow
7. when incident is occuring again, once more collect 'supportsave' or 'supportshow' data.

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4. Statistical exemple before and after data reset

SANBRD004:admin> porterrshow

```

      frames  enc  crc  crc  too  too  bad  enc  disc  link  loss  loss  frjt  fbsy
      tx   rx   in  err g_eof shrt long eof  out   c3 fail sync sig
=====
0:  366m 318m   0    0    0    0    0    9   10k   0    3    6    0    0
1:   69m 188m   0    0    0    0    0   325    0    8    9    2    0    0
2:   13m 6.7m 2.7k 481    0    4    0  481  3.0g  13   1.6m 599k 480k   0    0
3:    0    0    0    0    0    0    0    0    0    0    0    2    0    0
4:  279m 545m   0    0    0    0    0    9    0    0    3    6    0    0
5:    0    0    0    0    0    0    0    0    0    0    0    2    0    0
6:    0    0    0    0    0    0    0    0    0    0    0    2    0    0
7:   26m 39m   0    0    0    0    0   18   11k   0    2    4    0    0
8:   17m 31m   0    0    0    0    0   10   10k   0    3    6    0    0
9:    0    0    0    0    0    0    0    0    0    0    0    2    0    0
10:   0    0    0    0    0    0    0    0    0    0    0    2    0    0
11:   86m 99m   0    0    0    0    0    9   13    2    3    5    0    0
12:   57   60   0    0    0    0    0   10    0    0    3    6    0    0
13:    0    0    0    0    0    0    0    0    0    0    0    2    0    0
14:   98m 85m   0    0    0    0    0  145k   0   15   44   63    0    0
15:  844m 486m   0    0    0    0    0    7   21k   0    1    2    0    0

```

SANBRD004:admin> statsclear

SANBRD004:admin> porterrshow

```

      frames  enc  crc  crc  too  too  bad  enc  disc  link  loss  loss  frjt  fbsy
      tx   rx   in  err g_eof shrt long eof  out   c3 fail sync sig
=====
0:    7   12    0    0    0    0    0    0    0    0    0    0    0    0
1:    0    0    0    0    0    0    0    0    0    0    0    0    0    0
2:    0    0    0    0    0    0    0    6    0    1    1    2    0    0
3:    0    0    0    0    0    0    0    0    0    0    0    0    0    0
4:   12   16    0    0    0    0    0    0    0    0    0    0    0    0
5:    0    0    0    0    0    0    0    0    0    0    0    0    0    0
6:    0    0    0    0    0    0    0    0    0    0    0    0    0    0
7:    3    3    0    0    0    0    0    0    0    0    0    0    0    0
8:    7   12    0    0    0    0    0    0    0    0    0    0    0    0
9:    0    0    0    0    0    0    0    0    0    0    0    0    0    0
10:   0    0    0    0    0    0    0    0    0    0    0    0    0    0
11:   0    0    0    0    0    0    0    0    0    0    0    0    0    0
12:   0    0    0    0    0    0    0    0    0    0    0    0    0    0
13:   0    0    0    0    0    0    0    0    0    0    0    0    0    0
14:   0    0    0    0    0    0    0    0    0    0    0    0    0    0
15:   41   27    0    0    0    0    0    0    0    0    0    0    0    0

```

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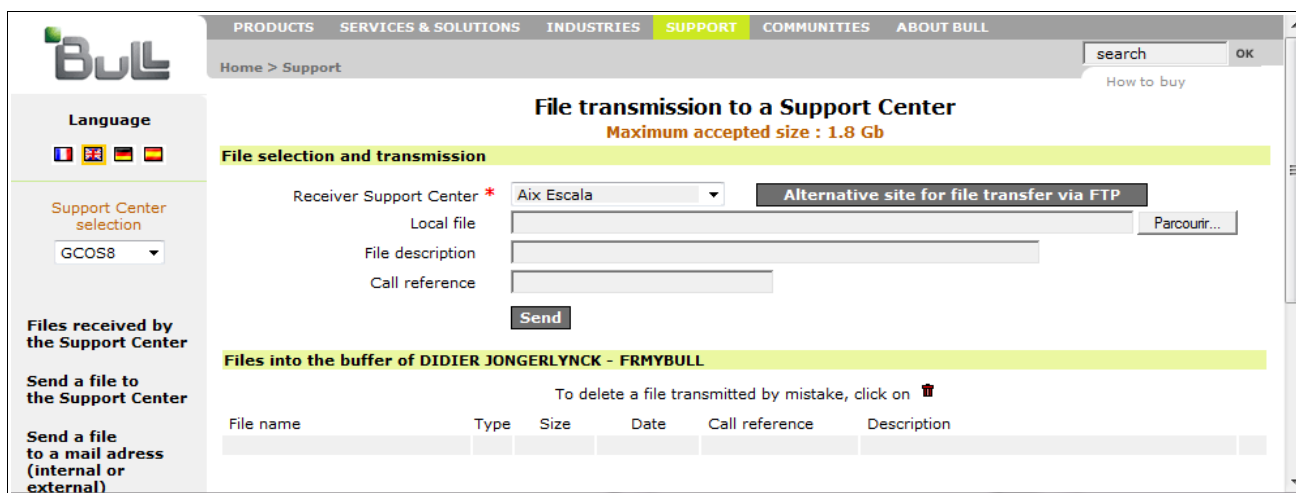
5. Sending a file via BULL Upload Center

To use this functionality, just log you on Bull support site:

<http://support.bull.com/>

with your customer number, then select Upload Center.

It is necessary to pick out the appropriate recipient into the 'Receiver Support Center' scrolling list ('Storage' in our case) and to fill up 'Call reference' field with the call number.



BULL

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How to buy

File transmission to a Support Center
Maximum accepted size : 1.8 Gb

File selection and transmission

Receiver Support Center * Aix Escala **Alternative site for file transfer via FTP**

Local file Parcourir...

File description

Call reference

Send

Files into the buffer of DIDIER JONGERLYNCK - FRMYBULL

To delete a file transmitted by mistake, click on 

File name	Type	Size	Date	Call reference	Description

Language:    

Support Center selection: GCOS8

Files received by the Support Center

Send a file to the Support Center

Send a file to a mail address (internal or external)