

	TITRE ET SUJET	REFERENCE	DATE	VERSION
	I3C Centre - Operator Mode	EMC <sup>2</sup> VNX Support Material & SP Collect_EN.pdf	23 th of September 2013	1

## BULL INFRASTRUCTURE SERVICES & SUPPORT



### Support Storage Procedure VNX - Log Collection

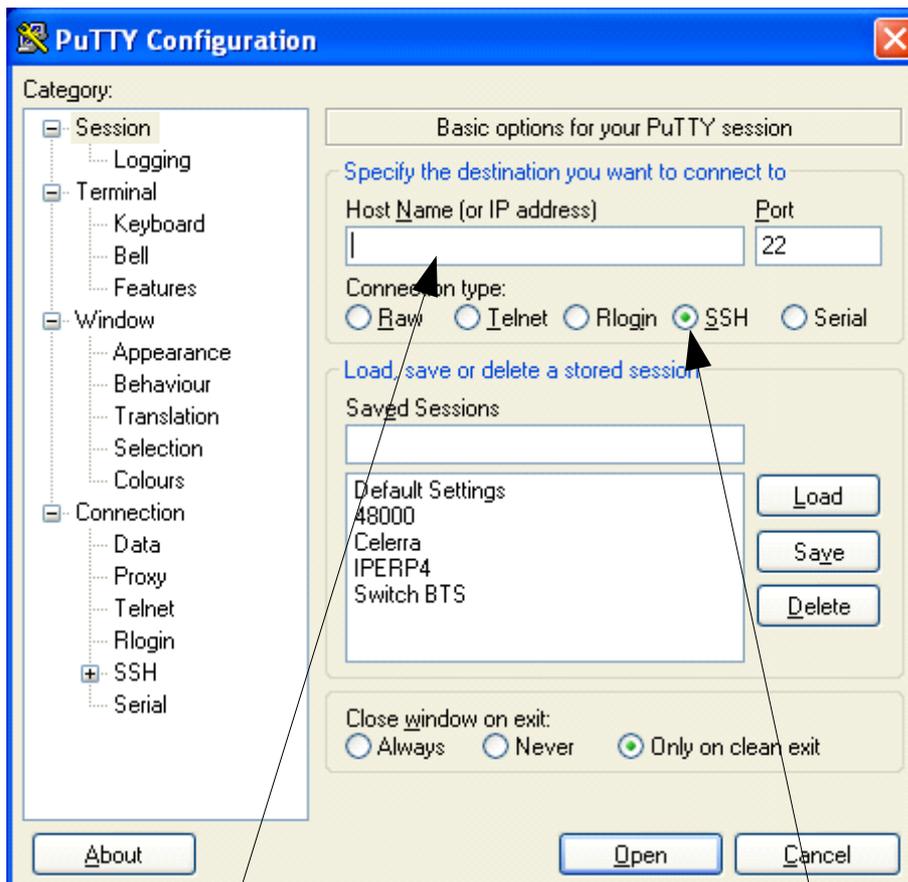
## Contents

1. Running 'nas_checkup' script through 'SSH' command line.....	2
2. Generating 'support_materials' logs through 'SSH' command line.....	3
3. 'SP Collect' logs generation through command line.....	5
4. Dump and Header collection.....	5
5. 'SP Collect' logs generation through Unisphere.....	5
6. Sending a file via BULL Upload Center.....	6

BULL	TITRE ET SUJET	REFERENCE	DATE	VERSION
	I3C Centre - Operator Mode	EMC <sup>2</sup> VNX Support Material & SP Collect_EN.pdf	23 th of September 2013	1

## 1. Running 'nas\_checkup' script through 'SSH' command line

Before collecting 'supportmaterial' logs, one script named 'nas\_checkup' is to be run through 'Putty' program.



- Specifying IP@ of the Control Station (CS), make a 'SSH' connection (command line) onto the VNX.
- Log on 'nasadmin'.
- Run the script : /nas/bin/nas\_checkup.

Script execution is creating a list of ordered events (Informations, Warnings and Errors) and suggest actions to correct them. Please carry out hints and recommendations before 'Bull ticket' creation.

	TITRE ET SUJET	REFERENCE	DATE	VERSION
	I3C Centre - Operator Mode	EMC <sup>2</sup> VNX Support Material & SP Collect_EN.pdf	23 th of September 2013	1

## 2. Generating 'support\_materials' logs through 'SSH' command line

Note:

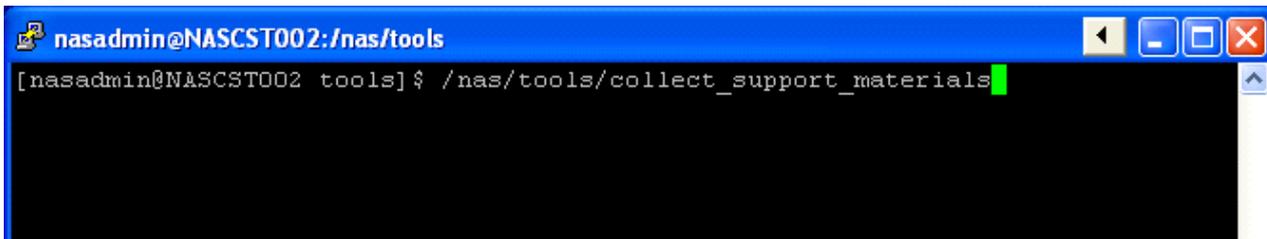
In the following text, '\$' character is seen as the command prompt.

Keep on 'SSH' mode and run these commands:

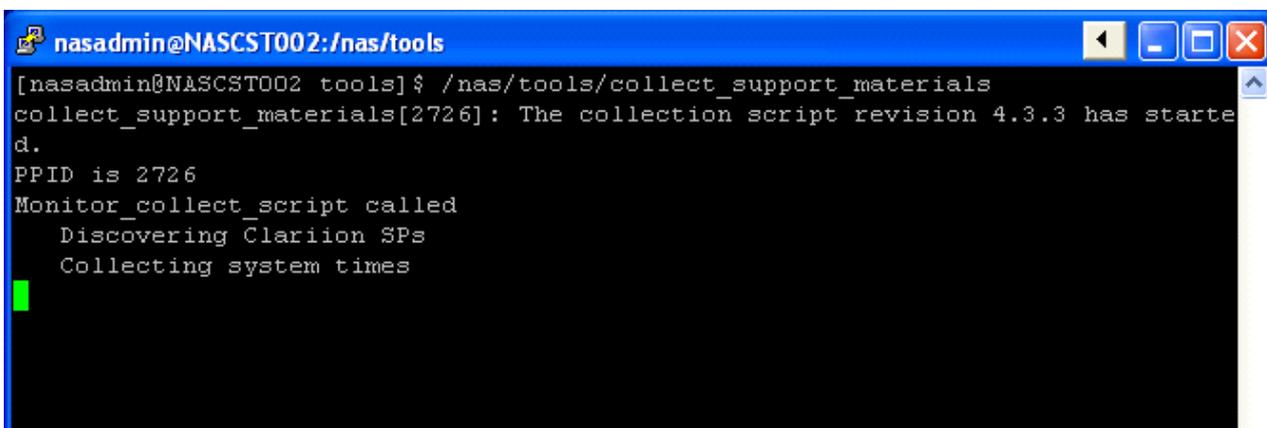
```
$/nas/tools/automaticcollection -enable
```

```
$/nas/tools/automaticcollection -getlogs
```

```
(ou $/nas/tools/collect_support_materials)
```



```
nasadmin@NASCST002:/nas/tools
[nasadmin@NASCST002 tools]$ /nas/tools/collect_support_materials
```



```
nasadmin@NASCST002:/nas/tools
[nasadmin@NASCST002 tools]$ /nas/tools/collect_support_materials
collect_support_materials[2726]: The collection script revision 4.3.3 has started.
PPID is 2726
Monitor_collect_script called
  Discovering Clariion SPs
  Collecting system times
```

	TITRE ET SUJET	REFERENCE	DATE	VERSION
	I3C Centre - Operator Mode	EMC <sup>2</sup> VNX Support Material & SP Collect_EN.pdf	23 th of September 2013	1

```

nasadmin@NASCST002:/nas/tools
Collecting DHSM information
Collecting Symmetrix information
Collecting Clariion information
Collecting output from other CS commands
/bin/ls: /nas/log/enclosure_status.enclosure*: No such file or directory
Collecting other files from /nas, /nas/site, /nas/sys,
/nas/rdf, and /nas/dos
Collecting complete replication v2 namedb listing

Collecting /nas/log/*, /nas/log/webui/*, /nas/ConnectHome/*,
/nas/jservlet/logs, /nas/log/connectemc/* and /nas_standby/log/*
Material Collection File:
/nas/var/emcsupport/support_materials_CK200061400424.120503_1553.zip has been
generated.

*****
Please include file /nas/var/emcsupport/support_materials_CK200061400424.12050
3_1553.zip
with materials submitted to EMC for problem investigation.
*****

collect_support_materials[2726]: The collection script has finished successfully
[nasadmin@NASCST002 tools]$ █

```

To get 'support\_material' logs, use FTP server as WinSCP or other.  
Support\_material file is a '.tar' compress file located into the directory: **/nas/emcsupport**  
(or **/nas/var/log** or **/nas/var/emcsupport** depending on the version)

It looks like:

**support\_material\_Serialnumber.date\_time.tar.gz**

	TITRE ET SUJET	REFERENCE	DATE	VERSION
	I3C Centre - Operator Mode	EMC <sup>2</sup> VNX Support Material & SP Collect_EN.pdf	23 th of September 2013	1

### 3. 'SP Collect' logs generation through command line

To get 'SP Collect' logs from the VNX, run script:

```
$/nas/tools/.get_spcollect
```

### 4. Dump and Header collection

If available, these files are located into the directory /nas/var/dump.

They look like:

```
slotX.dmp
```

```
SerialNumber_Date.txt
```

### 5. 'SP Collect' logs generation through Unisphere

Once connected to Unisphere, look for 'System' tab and click onto 'Generate Diagnostic Files'. Script is background running for about 5 to 10 minutes, then click on your choice 'Get Diagnostic Files' to collect log.

This is a repetitive task as you have to generate one 'SP Collect' file from Service Processor A (see SPA Tasks) and another one from Service Processor B (see SPB Tasks).

'SP Collect' files look like:

```
<serial number>.<yyymmdd_hhss>.data.zip
```

BULL	TITRE ET SUJET	REFERENCE	DATE	VERSION
	I3C Centre - Operator Mode	EMC <sup>2</sup> VNX Support Material & SP Collect_EN.pdf	23 th of September 2013	1

## 6. 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.

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

**File selection and transmission**

Receiver Support Center \*

Local file

File description

Call reference

**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