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Bul	I3C Centre - Operator Mode	EMC ² VNX Log Collection Procedure_EN.pdf	14 th of September 2013	1

BULL INFRASTRUCTURE SERVICES & SUPPORT





Procédure Support Storage VNXe - Log and Panic Dump Collection

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1. Log collection procedure through graphical mode (GUI)

- a) Make a connection to Unisphere.
- b) Select 'Setting'tab, then click onto 'Service System'.



c) Enter the 'Service Password'.



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d) Click onto 'Execute service action'.

EMC Unisphere	
Dashboard Sy	stem 🗊 Storage 💕 Settings 📳 Hosts 📀 Support
Demo > Settings > Service System	
Service System	
System Components	Storage System Details
🔻 Storage System	Storage System: VNXe3100
Storage Processor SPA	Status: Both Storage Processors are running in normal mode.
Storage Processor SPB	ESRS: Disabled
	Service Actions
	Collect Service Information Collect information about your system and save it to a file. Your system
	Save Configuration
	Contact your service provider to determine if it is necessary
	Execute service action
	Change Service Password
	Shut Down System Execute the selected service ad
	Enable SSH

This message is displayed:

"The service data has previously been collected and is available for download. Do you want to download this existing service data or start a new process to collect new service data? Click Yes to download the existing service data file or No to start a new collection of service data."

e) Click onto 'Yes' to record logs on your local station.

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2. Log collection procedure through command line (CLI)

- a). To connect use SSH (kind of Putty tool) and VNXe IP@.
- b). Log on with the user 'service' and password associated (do not connect with 'admin').
- c). Run the command: **svc_dc** (log files creation takes a few minutes).
- d) Use one FTP tool (like Filezilla or WinSCP) to connect with user 'service' and password.
- e) Onto the path: /EMC/backend/service/data_collection of your local station, make a file copy with the one which has '.tar' extension and the relevant date.

For exemple Log file looks like: VNXe3100_service_data_APM00113200784_2012-01-11_21_23_26.tar

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3. Collecting 'Panic Dumps'

- a) Make a connection using Unisphere.
- b) Select 'Setting' tab, then click onto 'Service System'.



c) Enter the 'Service Password'.



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d) When this page is displayed clik onto 'Enable SSH'.

EMC Unisphere			
Dashboard System	m 🧊 Storage 🌃 Sel	ttings Hosts	👩 Support
Demo > Settings > Service System			
Service System			
System Components	Storage System Details		
▼ Storage System Storage Processor SPA Storage Processor SPB	Storage System: VNXe3100 Status: Both Storage Pro ESRS: Disabled Service Actions Collect Service Information Save Configuration Restart Management Software Reinitralize Charge Service Password Shi Down System Enable SSH	Collect information about yo your system. Contact your service provid the file to EMC support. Execute service action	mode. our system and save it to a file. Yi er to determine if it is necessary Execute the selected service at

- e) To connect use one SSH terminal targeted with VNXe IP@.
- f) Log on with the user 'service' and password associated. The prompt (used to run commands) shows you which user you are and on which SP you are connected.

Exemple : service@spa spa:~>

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g) Whenever unexpected reboot is occuring, it is recommended to check if a 'panic' took place. This verification should be done on both SP's.

Dump traces appear as a directory.

Below is an exemple about one dump and where it is located:

service@spa spa:~> II /EMC/backend/service/data_collection/cores/

total 132900 drwxr-xr-x 2 root root 4096 Jun 22 00:41 kdump_NeoBP1_maint-2.2.0.17142-MAGNUMRETAIL_CKM00XXXXXXXX_2012-06-22_22_00_37_34_dir drwxr-xr-x 2 root root 4096 Aug 31 2011 lost+found

h) To verify if there is another 'panic' on the second SP, type the command ssh peer.

service@spa spa:~> ssh peer Last login: Fri Jun 22 08:42:39 2012 from peer

service@spb spb:~> II /EMC/backend/service/data_collection/cores/

total 40

drwxr-xr-x 2 root root 4096 Mar 20 17:09 kdump_NeoBP1_maint-2.2.0.16263-MAGNUMRETAIL_CKM00XXXXXXXX_2012-03-20_14_36_05_dir drwxr-xr-x 2 root root 4096 Mar 21 17:09 kdump_NeoBP1_maint-2.2.0.17142-MAGNUMRETAIL_CKM00XXXXXXXX_2012-03-21_17_07_04_dir drwxr-xr-x 2 root root 4096 Jun 5 00:21 kdump_NeoBP1_maint-2.2.0.17142-MAGNUMRETAIL_CKM00XXXXXXXX_2012-06-05_00_13_38_dir drwxr-xr-x 2 root root 4096 Mar 20 13:32 lost+found

i) If one kdump has been created with today's date or reboot's date, the entire directory must be downloaded in order to conduct analysis.

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j) To download the directory, please run this command:

tar -cvf /cores/service/<dump directory name>.tar

(press the 'space key' and not the 'return key' to enter the rest of the command) /EMC/backend/service/data_collection/cores/<dump directory>

Note:

Hereabove is one single command which is displayed on two lines because of its length.

Command to get back the file dated the 5^{th} of june at 00:21 is:

tar -cvf /cores/service/kdump_NeoBP1_maint-2.2.0.17142-MAGNUMRETAIL_ CKMOOXXXXXXXX_2012-06-05_00_13_38_dir.tar (press the 'space key' and not the 'return key' to enter the rest of the command) /EMC/backend/service/data_collection/cores/ kdump_NeoBP1_maint-2.2.0.17142-MAGNUMRETAIL_CKMOOXXXXXXXX_2012-06-05_00_13_38_dir/

k) Supposing you're logged onto SPA and you used 'ssh peer' command to see whether one 'kdump' has been generated through the SP Slave'.

First of all in this cas you have to copy the file onto the 'master SP' (that is to say SPA where you are logged on) using the following commands:

service@spb spb:~>cd /cores/service

service@spb spb:~>scp kdump_NeoBP1_maint-2.2.0.17142-MAGNUMRETAIL_ CKM00XXXXXXXX_2012-06-05_00_13_38_dir.tar service@peer:/cores/service/

 Downloading 'kdump' on your station
Disconnect from SSH session before downloading 'kdump' and 'binary file' (included) onto the workstation using one FTP server.
Make sure you use SFTP/SCP Protocol on port#22.

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4. Syntax naming about 'kdump' directory

Example:

kdump_NeoBP1_maint-2.2.0.17142-MAGNUM-RETAIL_CKM00XXXXXXXX_2012-06-

05_00_13_38_dir

Dump Type : kernel dump

VNXe Code level : 2.2.0.17142

VNXe Serial number : CKM00XXXXXXXXX

Time of dump creation : 2012-06-05_00_13_38 (June 5, 2012, 00:13:38 UTC time)

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5. Uploading file through Bull Upload Center

Using your customer account, make a connection onto Bull site:

http://support.bull.com/

Then click onto 'Upload Center' tool.

It is important to scroll down the list 'Receiver Support Center' and select the relevant recipient as 'Storage' in our case.

Add up the Bull ticket number into the field : 'Call reference'.

PRODUCTS	SERVICES & SOLUTION	S INDUSTRIES	SUPPORT	COMMUNITIES	ABOUT BULL				
						search	ок		
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File transmission to a Support Center Maximum accepted size : 1.8 Gb									
File selection	n and transmission								
Rece	iver Support Center * Local file File description Call reference	Aix Escala	•	Alternative	site for file transfe	Parcourir			