

**Document Title:** How to create log files on Bull Server with ESMPro Agent from Windows (COLLECT)

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**Product Class:** Servers

**Product and Version:** Any Server with ESMPro Agent

## Symptoms / Facts

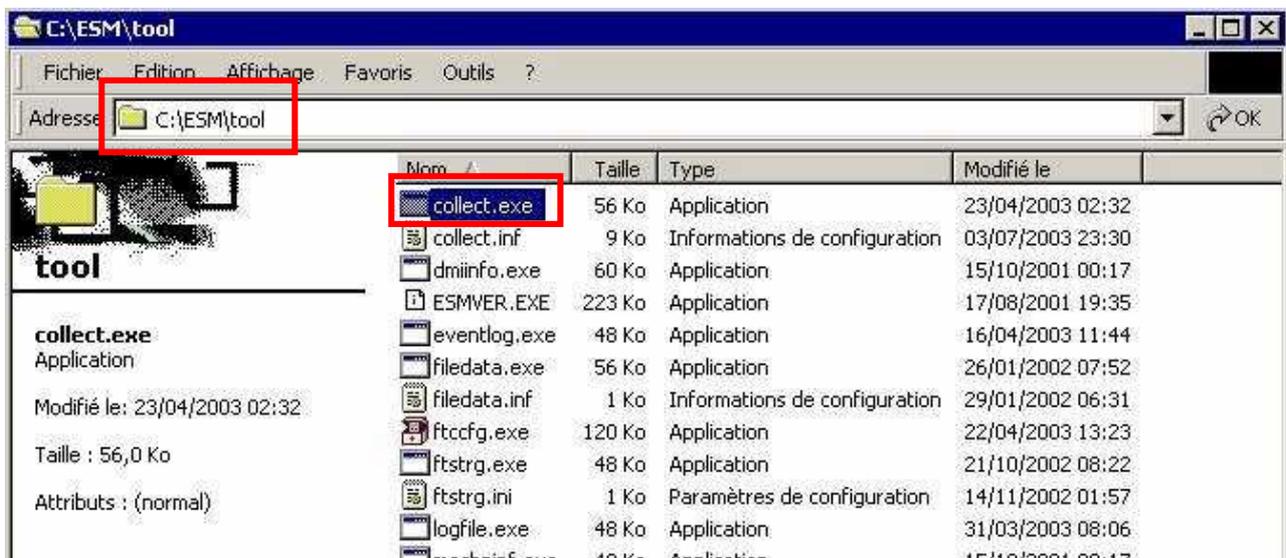
To assist troubleshooting important issues, it is necessary to gather as much information as possible. A NEC tool has been developed for this task on each server running ESMPro Agent

In order to produce the log file, the following conditions are required:

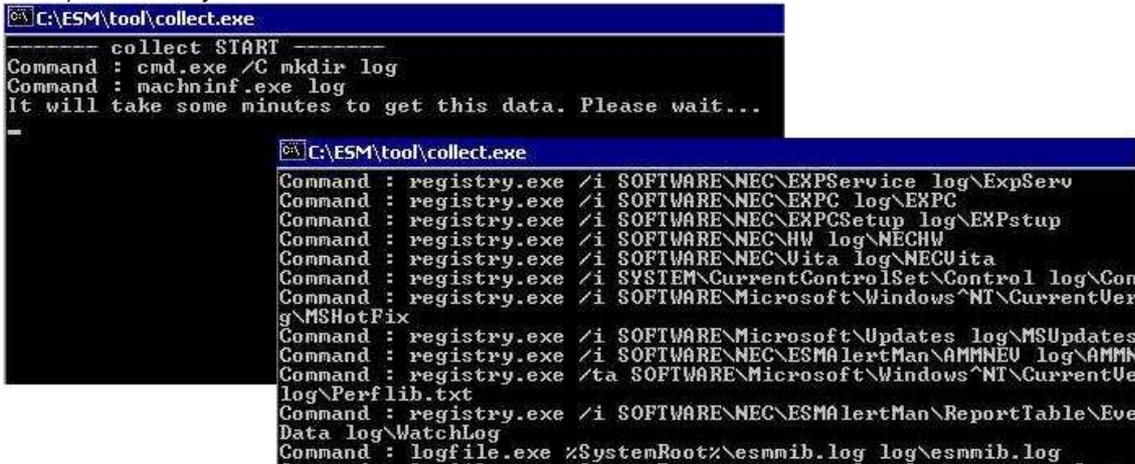
- Bull Servers with BMC (be careful, some servers have optional BMC)
- Windows 2000/2003
- ESMPro Agent Installed

## Solutions / Fixes

- 1) Open the folder C:\ESM\Tool.
- 2) If there is a C:\ESM\Tool\Log directory (from a previous log collection process), please remove it.
- 3) Run the utility called COLLECT.EXE.



4) The utility starts and runs for a few minutes:

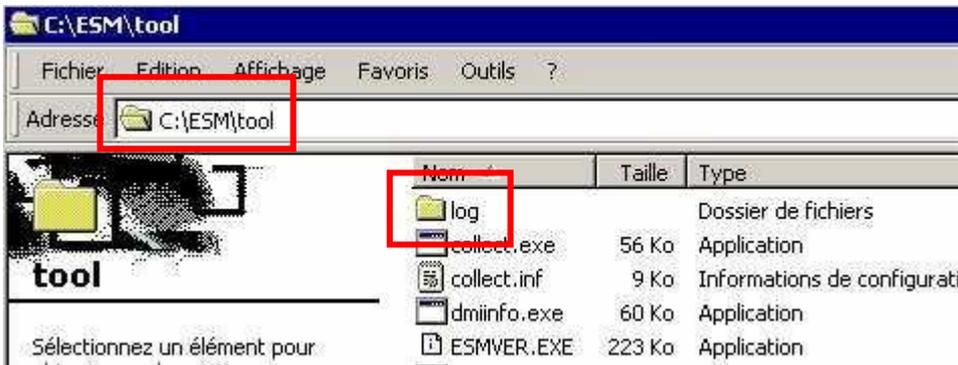


```
C:\ESM\tool\collect.exe
collect START
Command : cmd.exe /C mkdir log
Command : machninf.exe log
It will take some minutes to get this data. Please wait...

C:\ESM\tool\collect.exe
Command : registry.exe /i SOFTWARE\NEC\EXPServ log\ExpServ
Command : registry.exe /i SOFTWARE\NEC\EXPC log\EXPC
Command : registry.exe /i SOFTWARE\NEC\EXPCSetup log\EXPstup
Command : registry.exe /i SOFTWARE\NEC\HW log\NECHW
Command : registry.exe /i SOFTWARE\NEC\Uita log\NECUita
Command : registry.exe /i SYSTEM\CurrentControlSet\Control log\Con
Command : registry.exe /i SOFTWARE\Microsoft\Windows^NT\CurrentVer
g\MSHotFix
Command : registry.exe /i SOFTWARE\Microsoft\Updates log\MSUpdates
Command : registry.exe /i SOFTWARE\NEC\ESMAlertMan\AMMNEU log\AMMN
Command : registry.exe /ta SOFTWARE\Microsoft\Windows^NT\CurrentVe
log\Perf lib.txt
Command : registry.exe /i SOFTWARE\NEC\ESMAlertMan\ReportTable\Eve
Data log\WatchLog
Command : logfile.exe %SystemRoot%\esmmib.log log\esmmib.log
```

5) When execution is finished, the window closes.

The COLLECT process creates files and folders in the C:\ESM\TOOL\LOG folder.



This folder size can be up to 16MB in size but, once zipped, it takes only 2MB. Mail this ZIP file to Bull support department. Make sure to mention serial number and problem in mail.

**See also**

- TID0710031501 - How to extract IPMI log from Linux including VMware ESX
- TID0603081022 - How to extract IPMI log from Windows
- TID0604210929 - How to extract IPMI log from DOS
- TID0710031500 - How to create log files on Server with ESMPro Agent from Linux including VMware ESX (COLLECT)
- TID0408121449 - How to create log files on Server with ESMPro Agent from Windows (COLLECT)

**Document owner:** COE Servers  
**Applies to:** Server with ESMPro agent under Windows 2000/2003