
Document Title:	How to create log files on Server with ESMPro Agent under Linux or VMware ESX (COLLECT)
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Product Class:	Servers
Product and Version:	Any Server with ESMPro agent under Linux or VMware ESX

Symptoms / Facts

To assist troubleshooting important issues, it is necessary to gather as much information as possible. A 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:

- Servers with BMC (be careful, some servers have optional BMC)
- Linux operating system
- ESMPro Agent Installed (check availability of Agent for your Linux distribution)

Solutions / Fixes

1. On server, logon with a root user
2. Move to a temporary directory, in our example /tmp/log

```
"cd /tmp/log/"
```

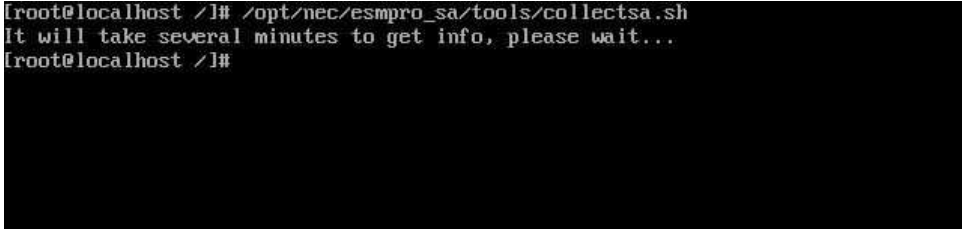
```
[root@localhost /]# cd /tmp/log/_
```



3. Launch the script "collectsa.sh"

```
"/opt/nec/esmpro_sa/tools/collectsa.sh"
```

```
[root@localhost /]# /opt/nec/esmpro_sa/tools/collectsa.sh  
It will take several minutes to get info, please wait...  
[root@localhost /]#
```



If you receive the following error message "There is a file named collectsa.tgz in current path", you must remove the old file collectsa.tgz in the current directory and launch again the previous command

```
[root@localhost tools]# /opt/nec/esmpro_sa/tools/collectsa.sh
WARNING: There is a file named collectsa.tgz in current path,
Please rename the file before execute this program
[root@localhost tools]# _
```

4. The script “collectsa.sh” will collect all the information and will create a compress archive named “collectsa.tgz”. Mail this TGZ 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 ESMPPro Agent from Linux including VMware ESX (COLLECT)

TID0408121449 - How to create log files on Server with ESMPPro Agent from Windows (COLLECT)

Document owner: COE Servers

Applies to: Server with ESMPPro agent under Linux or VMware ESX