DXi-Series Status and Log Collection:

DXi4600, DXi4700-Series, DXi4800, DXi6700, DXi6802, DXi6900-Series, DXi8500, and DXi9000

Step 1: Check These Resources

LEDs on the hardware components

Perform visual inspection, noting any alarms, LEDs, and any other abnormal condition indicators.



Status on the DXi GUI

Note error conditions, including low space and dedup backlog.

	Hardware Disk Usage VTL Accent	OST Logs
HOME	Summary Details Firmware Version	
	System Hardware Status	
STATUS	System Available System Memory (RAM)	99.76 GB
ALERTS	Free System Memory (RAM) State	70.31 GB Normal
ALERIJ	Status	Normal
CONFIGURATION	Component	Status
6	System Board	Normal
UTILITIES	Host Bus Adapters	Normal
*2	Network Ports	Normal
WIZARDS	Storage Arrays	Normal

Alerts

Note alerts and service tickets.

Admin Alerts are generated when the condition of the system has changed, such as going from the offline state to the online state.

	Admin Alerts Service Tickets						
HOME	Administration Alerts						
≓ REPLICATION	Click on an Alert from the table belo	w to display its details.					
0	DriveOnline	N/A Thu Oct 18 2018 - 10:45:30) МІ				
STATUS	LibraryOffline	All Libraries Thu Oct 18 2018 - 08:58:24	4 MI				
ALERTS	LibraryOnline	All Libraries Thu Oct 18 2018 - 10:45:29	э мі				
	NewUpgrade 🔺	N/A Wed Sep 26 2018 - 14:21:3	30 N				
CONFIGURATION	Replicationisresumed	N/A Thu Oct 04-2019 11-27-40					
	Replicationmanuallypaused	N/A Fri Oct 05 2018 - 09:50:34					
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Service Tickets are generated when an event is detected and the system determines that it needs attention.

	Admin Alert	s Service Ti	ckets					
HOME	Service Tickets							
₽ REPLICATION	ION Click on a Service Ticket from the table below to show its details, send email or char							
0	Ticket	Request ID	State	Priority	Last Update			
STATUS	9	1	open	middle	Tue Sep 25 2018 - 07:19:11 MDT	I/O Ser		
	10	0	open	high	Thu Oct 04 2018 - 06:25:22 MDT	Replica		

WARNING: Never edit any log file with vi on the system. Large files such as the tsunami.log may consume all the swap memory and crash the system. Instead, use the **less** command to review log files on DXi systems.

Step 2: Collect Support Data

The technical support team uses the following support data to troubleshoot problems:

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- DXi System and Storage Array Logs
- Dell System E-Support Tool (DSET) Report (page 2)
- DXi Advanced Reporting Logs (page 2)

DXi System and Storage Array Logs

There are two main types of files that contain log files:

- System Diagnostics file: Contains system logs. These are also called collect logs and are a main troubleshooting resource. Gather these logs at the start of all calls, and before and after doing hardware replacement / software adjustment.
- Storage Array Diagnostics file: Contains storage array logs. These are also collectively called Storage Array Logs.

Gather these logs at the start of all calls. You can collect system diagnostics files and storage array diagnostics files using these methods:

- DXi GUI
- Command Line
- DXi Service Menu (page 2)

DXi GUI

- Utilities > Diagnostics > System Diag File > Generate New or Download Current
- Utilities > Diagnostics > Storage Array Diag File > Generate New or Download Current

Command Line

- 1. SSH to the DXi system.
- 2. Log in:
 - DXi 3.1 and earlier systems, log in as root.
 - DXi 3.2 and later systems:
 - ^o Login as **ServiceLogin** using the SSH/CLI Service password from the customer.
 - To get root-level access, enter: sudo -i sh
- 3. To gather logs, enter the appropriate command:
 - ^o System logs (all DXi systems):
 - /opt/DXi/scripts/collect
 - ^o Storage array logs (DXi6802, DXi6900, DXi6902, DXi8500, and DXi9000 LSI and Dell Hx00 RAID cards and metadata module): /opt/DXi/scripts/LSI/LSIcollect
 - Storage array logs (DXi6802, DXi6900, DXi6902, DXi8500 Dell Hx00 RAID cards and metadata module only): /opt/DXi/RAID/Hx00collect.sh
 - Storage array logs (DXi6700): /opt/DXi/3ware/3wcollect
 - Storage array logs (DXi4600, DXi4700, DXi4701, DXi4800, DXi6802, DXi6900, DXi6902, DXi9000): /opt/DXi/scripts/DELLcollect

(Continued on page 2)

DXi-Series Status and Log Collection:

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Step 2: Collect Support Data (continued)

Notes:

- Collecting the logs can take anywhere from 20 minutes to 1 hour.
- Upon completion, the log location will be displayed on the command line console.
- FTP the file to Quantum (see Step 3)

DXi Service Menu

- 1. SSH to the DXi system.
- 2. Log in:
 - DXi 3.1 and earlier systems, log in as root.
 - DXi 3.2 and later systems:
 - Login as ServiceLogin using the SSH/CLI Service password from the customer.
 - To get root-level access, enter: sudo -i sh
- 3. Enter:

/opt/DXi/scripts/service.sh

4. Select More Tools.

The **Service menu** is different for each DXi system. For example, for DXi9000 systems:

- To collect the system collect log, select Dell Collect.
- To collect the storage array (RBOD) logs, select NetApp Collect.

Dell System E-Support Tool (DSET) Report

The Dell System E-Support Tool (DSET) report is used to report hardware issues with Dell components. The DXi4600, DXi4700, DXi4701, DXi4800, DXi6802, DXi6900, DXi6902, DXi8500, and DXi9000 are the DXi products that use a Dell server node.

DXi GUI

 Select Utilities > Diagnostics > DSET. The DSET report is saved as a zip file.

Command Line

• Enter:/opt/dell/dset/dellsysteminfo.sh

DXi Advanced Reporting Logs

This tool combines comprehensive performance data logging with powerful visual reporting and analysis tools to help identify potential problems and optimize system operation.

DXi Advanced Reporting GUI

• Select the **DB Export** button at the bottom of the left menu.

Command Line

• Enter: /DART/dbexport

Step 3: Transfer Files Using FTP

Upload the collect log, storage array log, DSET report, and dbexport file to Quantum.

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Non-Quantum Employees

Quantum Service Partners and Third Party Maintainers (TPMs) need to contact Quantum Technical Support for instructions on transferring files to Quantum. Quantum Technical Support will send an email with detailed instructions on how to upload the log files to a specific directory.

Quantum Employees

Quantum employees need to follow the instructions on one of the following websites to create a directory to transfer log files:

- ftp (for most customers): http://srscratch/anon.html
- sftp (for customers that require more security) <u>http://srscratch.quantum.com/CSFTP.html</u>

After following the instructions on one of the above websites, an email will be sent with detailed instructions on how to upload log files to the specific directory.