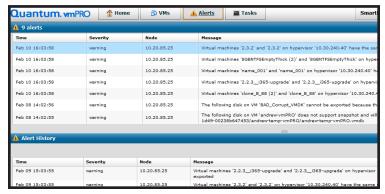
vmPRO Status and Log Locations

Step 1: Check These Resources

Alerts

Quantum vmPRO alerts are posted on the Alerts tab



Quantum vmPRO posts some key warnings and errors on the **Alerts** tab and sends an e-mail to users defined in the **Report & Alert Configuration** section.

Autosupport Report

This is the "call home" feature of vmPRO. Reports are sent daily to customers, and are also sent to support@quantum. com or are uploaded by HTTP to Quantum support. Each report contains a few lines from all the logs for key vmPRO appliance services / daemons, from the /var/log/ directory of the appliance.

For help in seeing why a given problem occurred, look in the "Log Files" section of the Autosupport Report. This can be useful for issues such as problems creating a VM (virtual machine) snapshot for backup, errors communicating with a hypervisor (ESX server or vCenter server), or difficulty with VM recovery.

Step 2: Download a Support Package

To get a copy of the support logs, go to the appliance's GUI and select **Operations > Gather Support Logs > Create Support Package** and then "Download Support Package."

To upload support logs to Quantum, select "Upload Support Logs to Quantum." This sends the logs to Quantum Support. Customers can also download, attach, and send a support package by e-mail.

The support logs capture all details of the appliance's performance, including up to six generations of each appliance service log. For example, the messages log would have files called **messages** and then **messages.1** through **messages.5** and store log entries for the pancontroller service.

Step 2: Download a Support Package (cont.)

When you analyze the support logs for troubleshooting:

- Make sure you know the general time (useful) or the exact time (even better) when the problem occurred.
- Know the name of the virtual machine that the issue occurred on.
- Find an error message string that is indicative of the problem, then search for it in the support logs.



Log Descriptions and Locations

The logs captured by support bundle include:

• controller

- messages
- datastore fs
- recovery fs

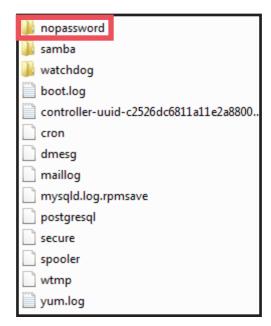
• files fs

recovery fs files

• import fs

- smartmotion
- ls_bitmap_fs
- vm proxy fs

In the support bundle, open the "nopassword" folder to find these logs. The log descriptions are on the next page.



Quantum

vmPRO Status and Log Locations

controller controller (location: /var/log/controller) This log lists all tasks executed by the controller (pancontroller), which is the central management system for vmPRO. The datastore fs controller communicates with the **GUI** and Panshell (appliance shell), accepting user input, processing or passing this input to the intended service, and returning responses as output back to files fs the user. It receives timed requests for info from vm proxy fs and datastore fs every 3 to 5 minutes by HTTP. The controller also provides monitoring functions for the appliance, such as import fs monitoring for the presence of core files, as well as monitoring disk space usage and license compliance. ls_bitmap_fs **datastore fs** (location: /var/log/datastore fs) The process that talks directly with VMware vStorage and virtual infrastructure. messages **files fs** (location: /var/log/file fs) The service or process responsible for making individual virtual messages.1 machine files available for backup in /files. import fs (location: /var/log/import fs) messages.2 The process responsible for importing recovered virtual machine images back into ESX datastore. recovery fs **ls bitmap fs** (location: /var/log/ls bitmap fs) The service (daemon) responsible for determining the 'in recovery_fs.1 useness' bitmap of a flat VMDK file (the data or disk extent file). **messages** (location: /var/log/messages) recovery fs.2 The **messages** log contains errors from all other logs. Review this log first when troubleshooting. recovery_fs_files recovery fs (location: /var/log/recovery fs) The process responsible for making restore of virtual machine recovery_fs_files.1 images from backup possible. recovery_fs_files (location: /var/log/recovery_fs_files) recovery_fs_files.2 The service that makes file-level restore possible. It takes backed up virtual machine images, reads them and renders the individual files for recovery. smartmotion **smartmotion** (location: /var/log/smartmotion) This log contains log entries for every file that is backed up using vm proxy fs SmartMotion. Unlike the other logs, errors recorded in this log will **not** be seen in the messages log.

For more details on using logs to troubleshoot vmPRO issues, refer to the **Troubleshooting vmPRO Issues** topic on Qwikipedia or the document available from CSWeb.

vm_proxy_fs (location: /var/log/vm_proxy_fs)

and making them available for backup.

The process responsible for exporting virtual machine images