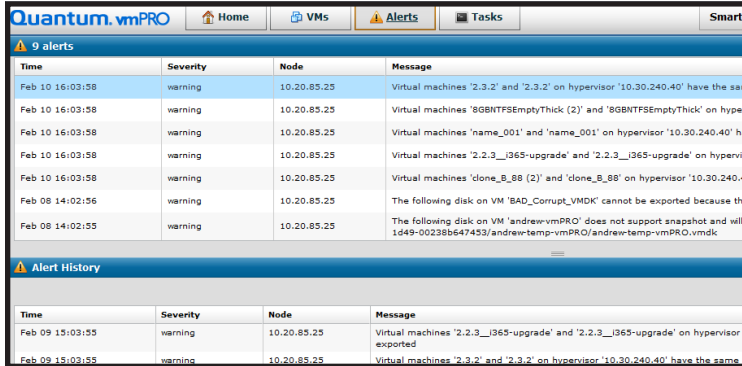


vmPRO Status and Log Locations

Step 1: Check These Resources

Alerts

Quantum vmPRO alerts are posted on the Alerts tab



Time	Severity	Node	Message
Feb 10 16:03:58	warning	10.20.85.25	Virtual machines '2.3.2' and '2.3.2' on hypervisor '10.30.240.40' have the sa...
Feb 10 16:03:58	warning	10.20.85.25	Virtual machines '8GBNTFSEmptyThick (2)' and '8GBNTFSEmptyThick' on hype...
Feb 10 16:03:58	warning	10.20.85.25	Virtual machines 'name_001' and 'name_001' on hypervisor '10.30.240.40' h...
Feb 10 16:03:58	warning	10.20.85.25	Virtual machines '2.2.3__365-upgrade' and '2.2.3__365-upgrade' on hypervi...
Feb 10 16:03:58	warning	10.20.85.25	Virtual machines 'done_b_88 (2)' and 'done_b_88' on hypervisor '10.30.240.4...
Feb 08 14:02:55	warning	10.20.85.25	The following disk on VM 'BAD_Corrupt_VMDK' cannot be exported because th...
Feb 08 14:02:55	warning	10.20.85.25	The following disk on VM 'andrew-vmPRO' does not support snapshot and will...

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.

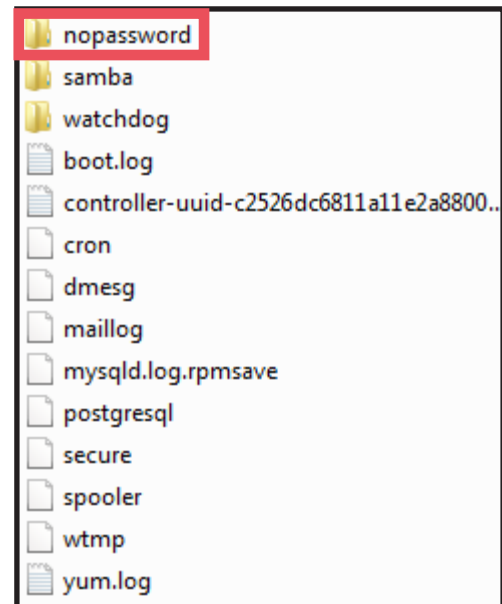


Log Descriptions and Locations

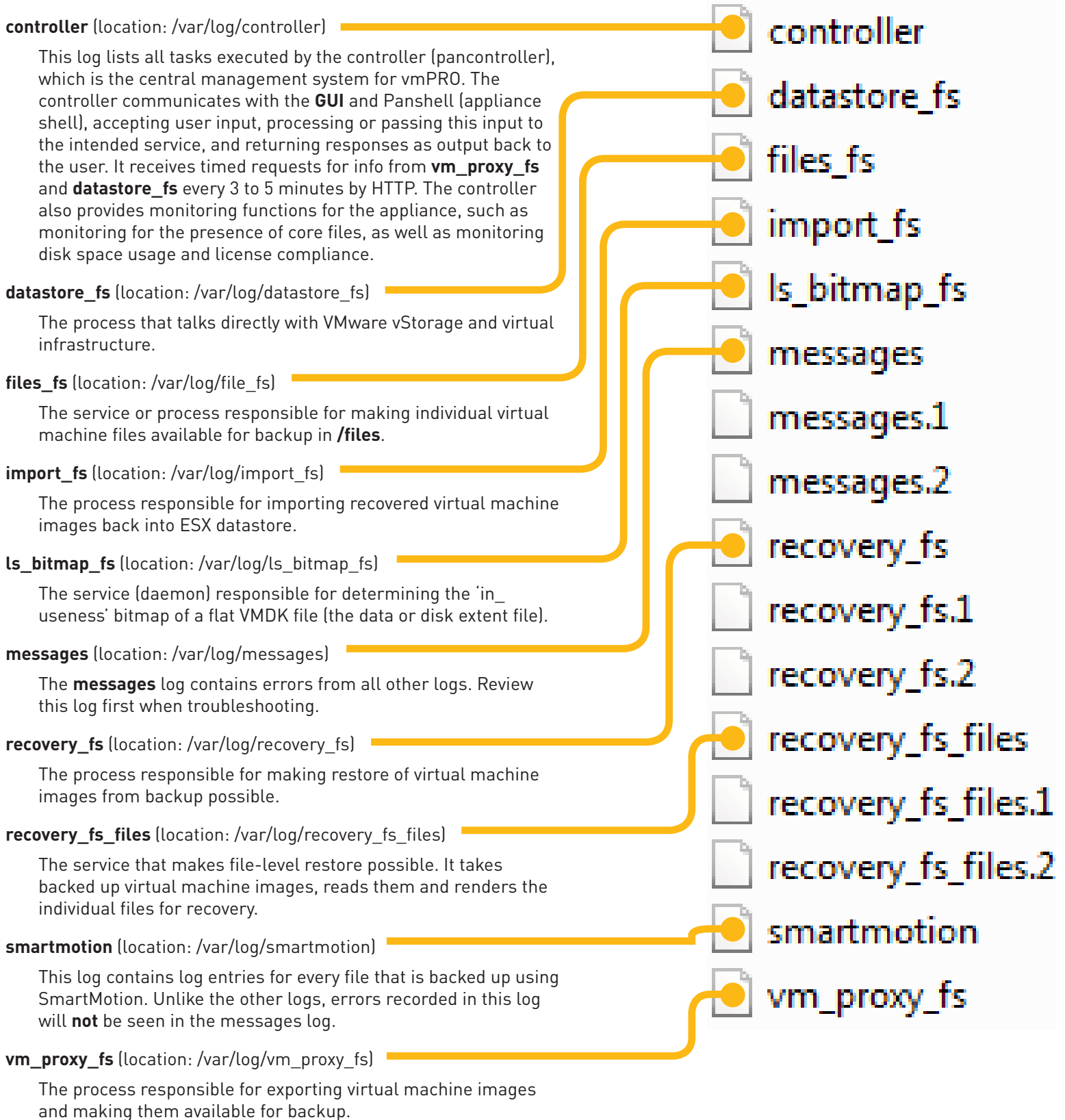
The logs captured by support bundle include:

- controller
- datastore_fs
- files_fs
- import_fs
- ls_bitmap_fs
- messages
- recovery_fs
- recovery_fs_files
- smartmotion
- vm_proxy_fs

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



vmPRO Status and Log Locations



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.