

How to collect system configuration and diagnostic files on VNX

Product:

VNX and Unisphere

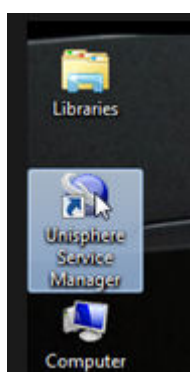
Description:

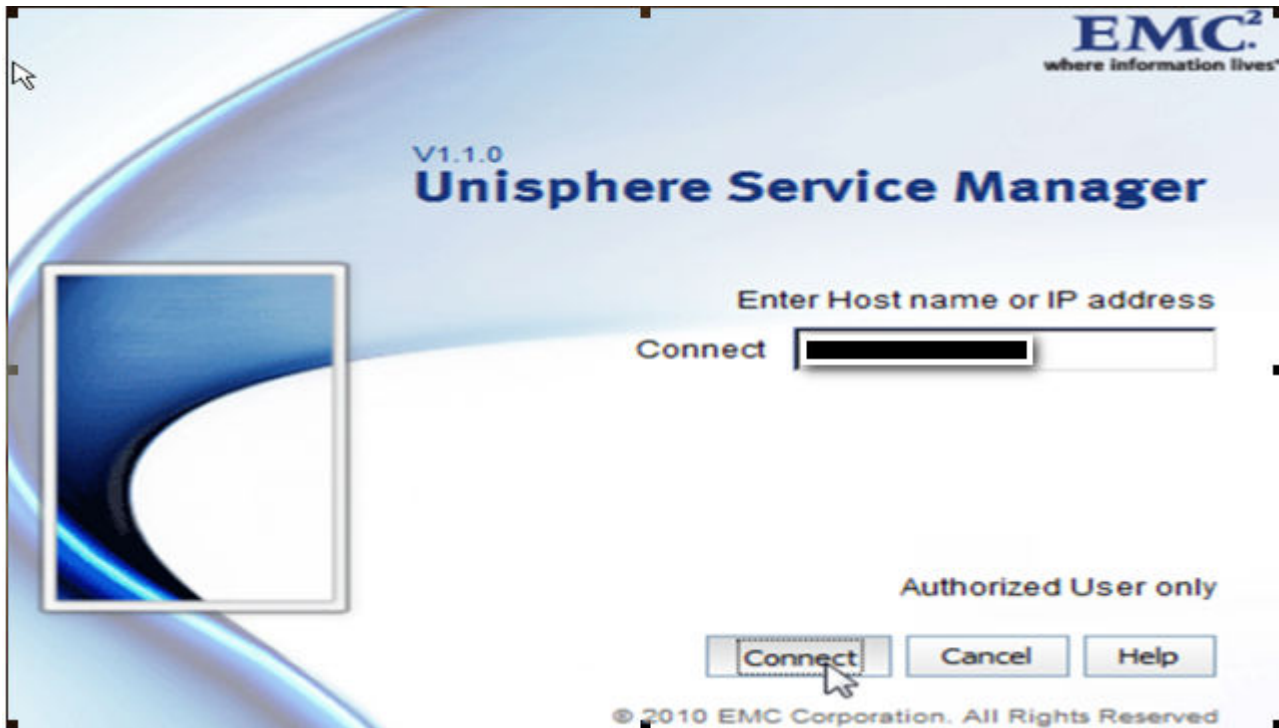
Following is steps on How to collect system configuration and diagnostic files on VNX.

Resolution:

1. Click and start “Unisphere service manager” , then login 1
2. Verify the VNX’s general information , then generate configuration report 3
3. collect VNX diagnostic files..... 5
4. check and verify VNX diagnostic files..... 10

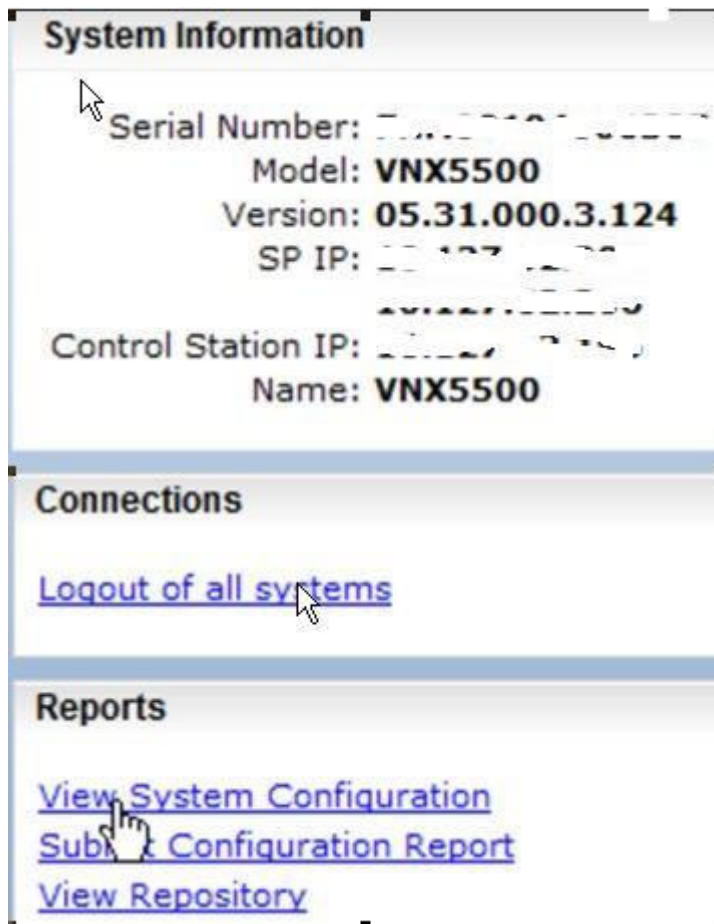
1. Click and start “Unisphere service manager” , then login





2. Verify the VNX's general information , then generate configuration report

Select “view system configuration”



The screenshot displays a web interface with three main sections: System Information, Connections, and Reports. The System Information section shows the following details: Serial Number (partially obscured), Model: **VNX5500**, Version: **05.31.000.3.124**, SP IP (partially obscured), Control Station IP (partially obscured), and Name: **VNX5500**. The Connections section contains a link for [Logout of all systems](#). The Reports section contains three links: [View System Configuration](#), [Sub Configuration Report](#), and [View Repository](#). A mouse cursor is positioned over the 'View System Configuration' link.

System Information

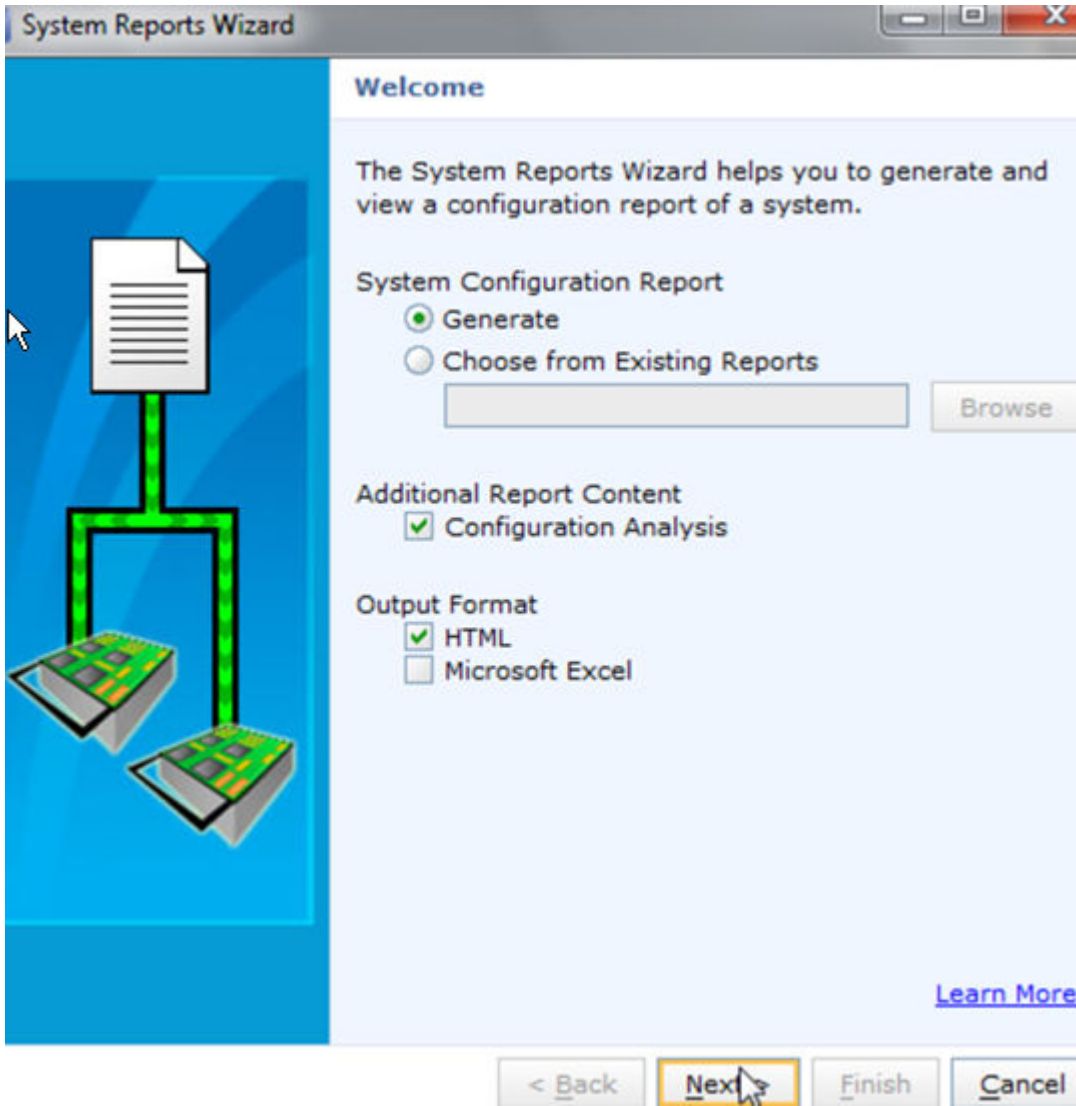
Serial Number: [REDACTED]
Model: **VNX5500**
Version: **05.31.000.3.124**
SP IP: [REDACTED]
Control Station IP: [REDACTED]
Name: **VNX5500**

Connections

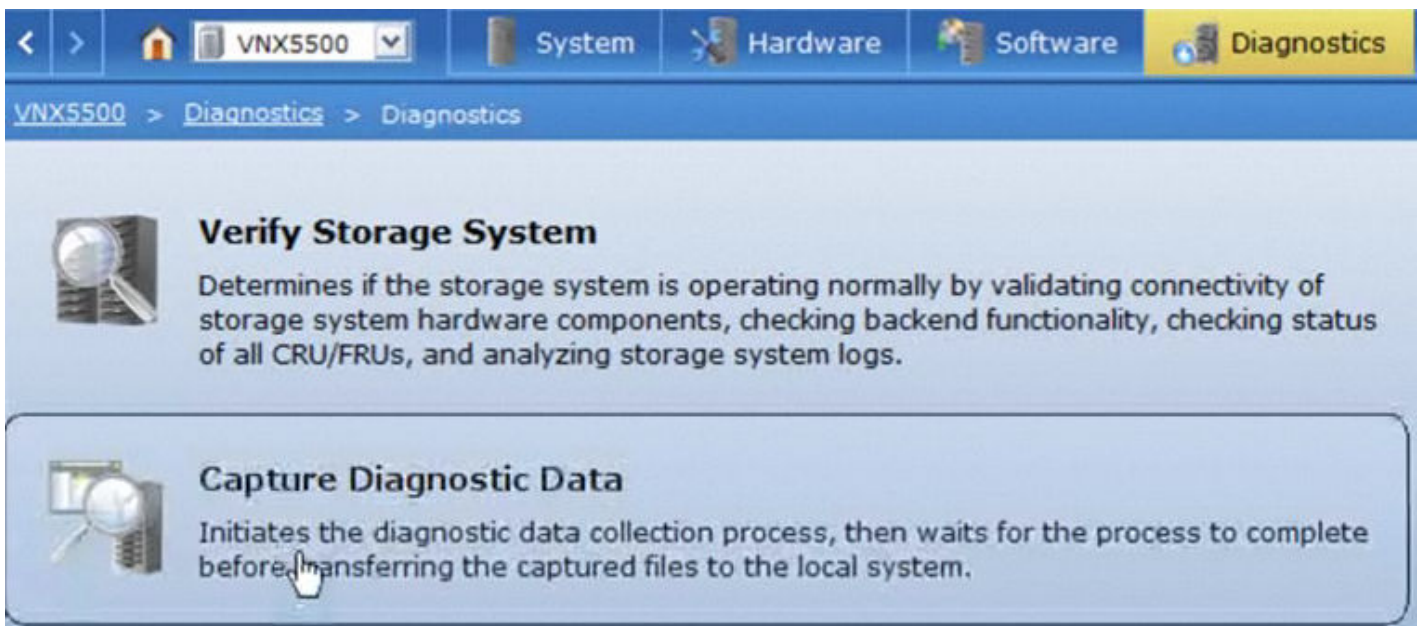
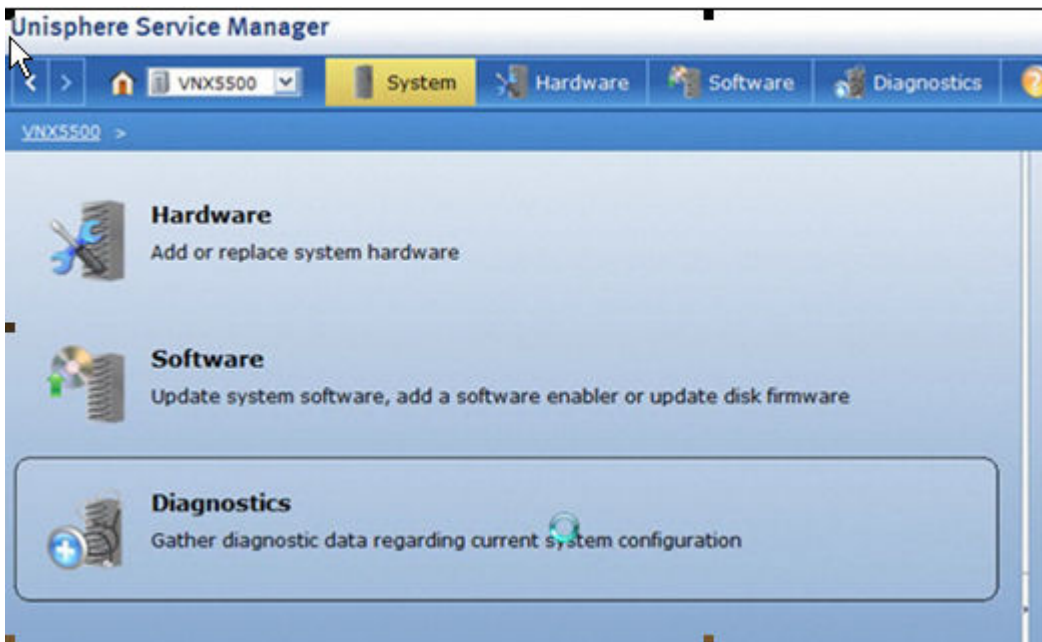
[Logout of all systems](#)

Reports

[View System Configuration](#)
[Sub Configuration Report](#)
[View Repository](#)



3. collect VNX diagnostic files



Welcome to the Storage System Diagnostic Data Capture Wizard



This wizard initiates the SPCollect process on each storage processor and log collection process on the control station, then waits for the processes to complete before transferring the captured files to the local system.

Note: This tool does not modify any existing storage system or control station data, but during the analysis, you may notice an increase in disk activity.

Click 'Next' to continue.

< Back **Next >** Finish Cancel

EMC Storage System Diagnostic Data Capture Wizard

Storage System Diagnostic Data Capture progress

Details	Duration
 Initial System Check	00:00:09 (est)
Capturing Diagnostic Data	00:13:00 (est)
Generating Combined Zip file	00:01:00 (est)

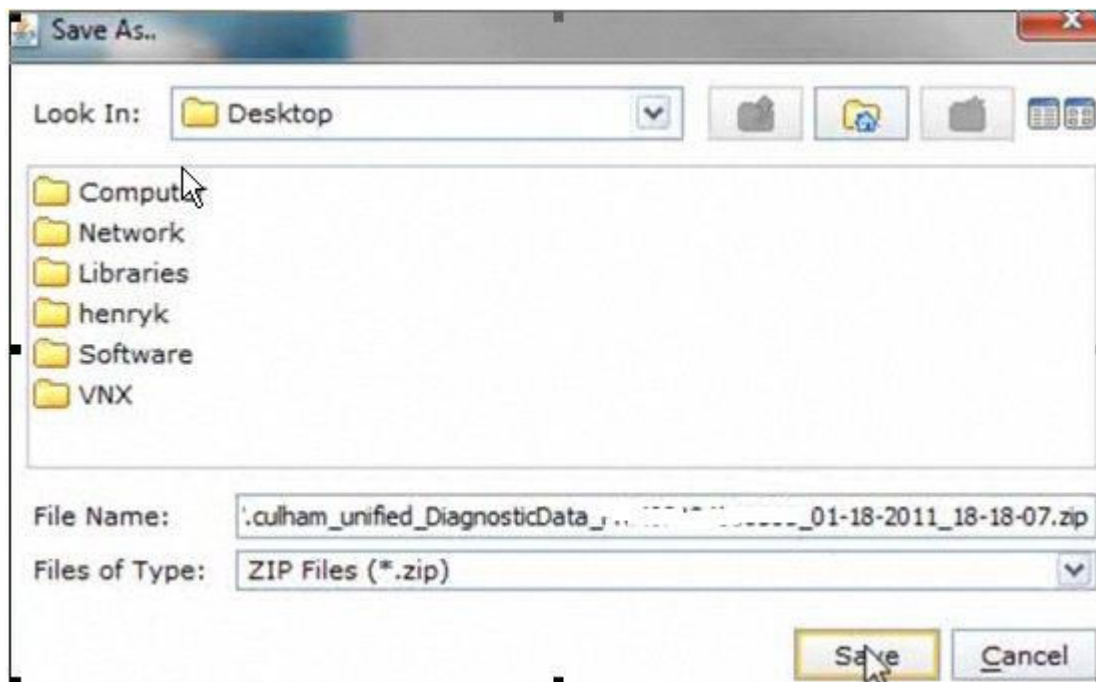
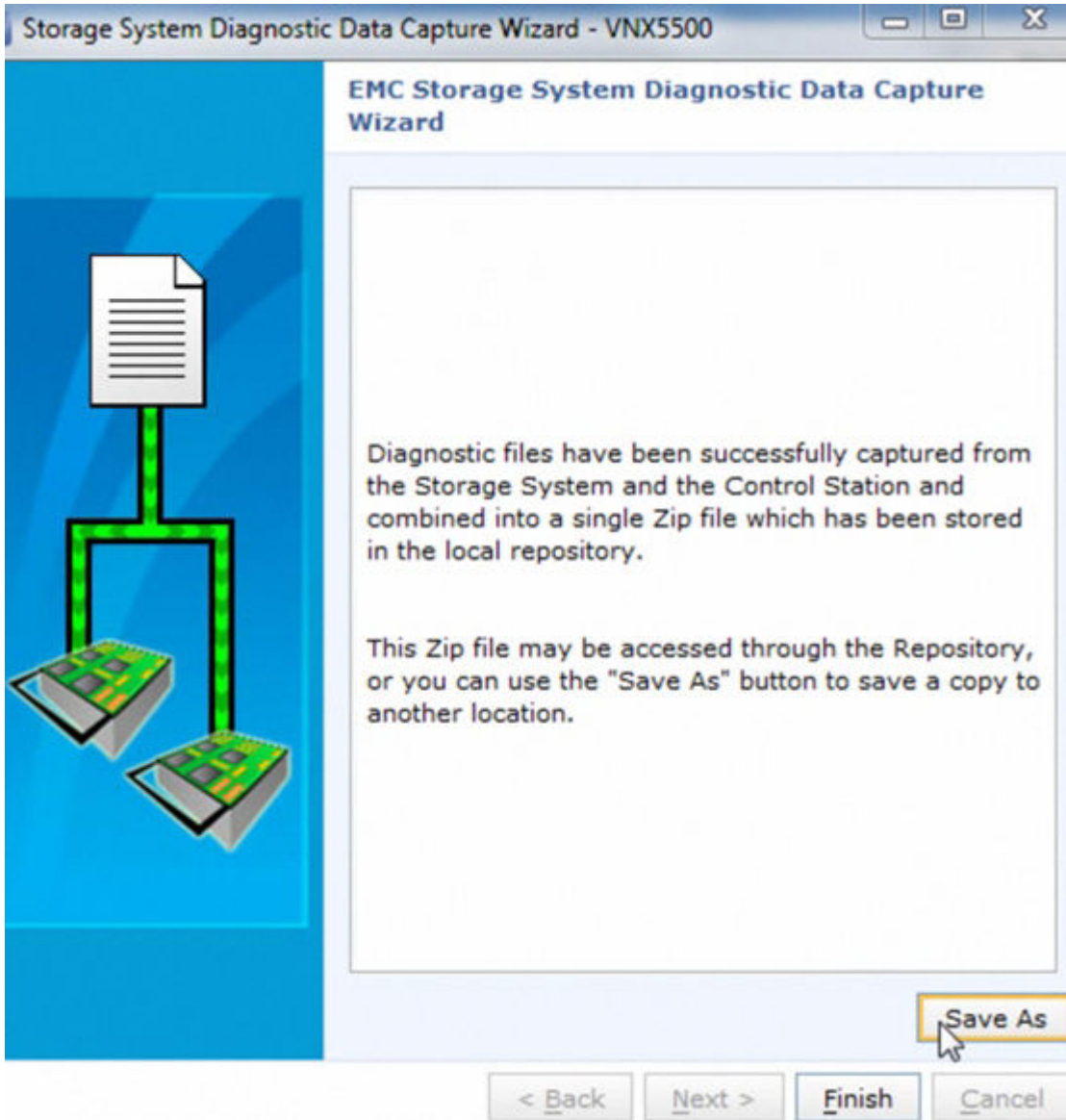
Elapsed Time	00:00:09
Estimated Time Remaining	00:14:00

Current Activity: Initial System Check

Overall Progress



< Back Next > Finish Cancel



EMC Storage System Diagnostic Data Capture Wizard



Diagnostic files have been successfully captured from the Storage System and the Control Station and combined into a single Zip file which has been stored in the local repository.

This Zip file may be accessed through the Repository, or you can use the "Save As" button to save a copy to another location.

Save As

< Back

Next >

Finish

Cancel

4. check and verify VNX diagnostic files

