

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:

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





The screenshot shows the login screen of the Unisphere Service Manager. The title "V1.1.0 Unisphere Service Manager" is at the top. Below it are four input fields: "Name" containing "sysadmin", "Password" containing "*****", "Use LDAP" (an unchecked checkbox), and "Scope" set to "Global". Below these fields is a link "Authorized User only". At the bottom are three buttons: a "Login" button with a circular icon, "Cancel", and "Help". A copyright notice at the very bottom reads "© 2010 EMC Corporation. All Rights Reserved".

Name	sysadmin
Password	*****
<input type="checkbox"/> Use LDAP	
Scope	Global

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

Select “view system configuration”

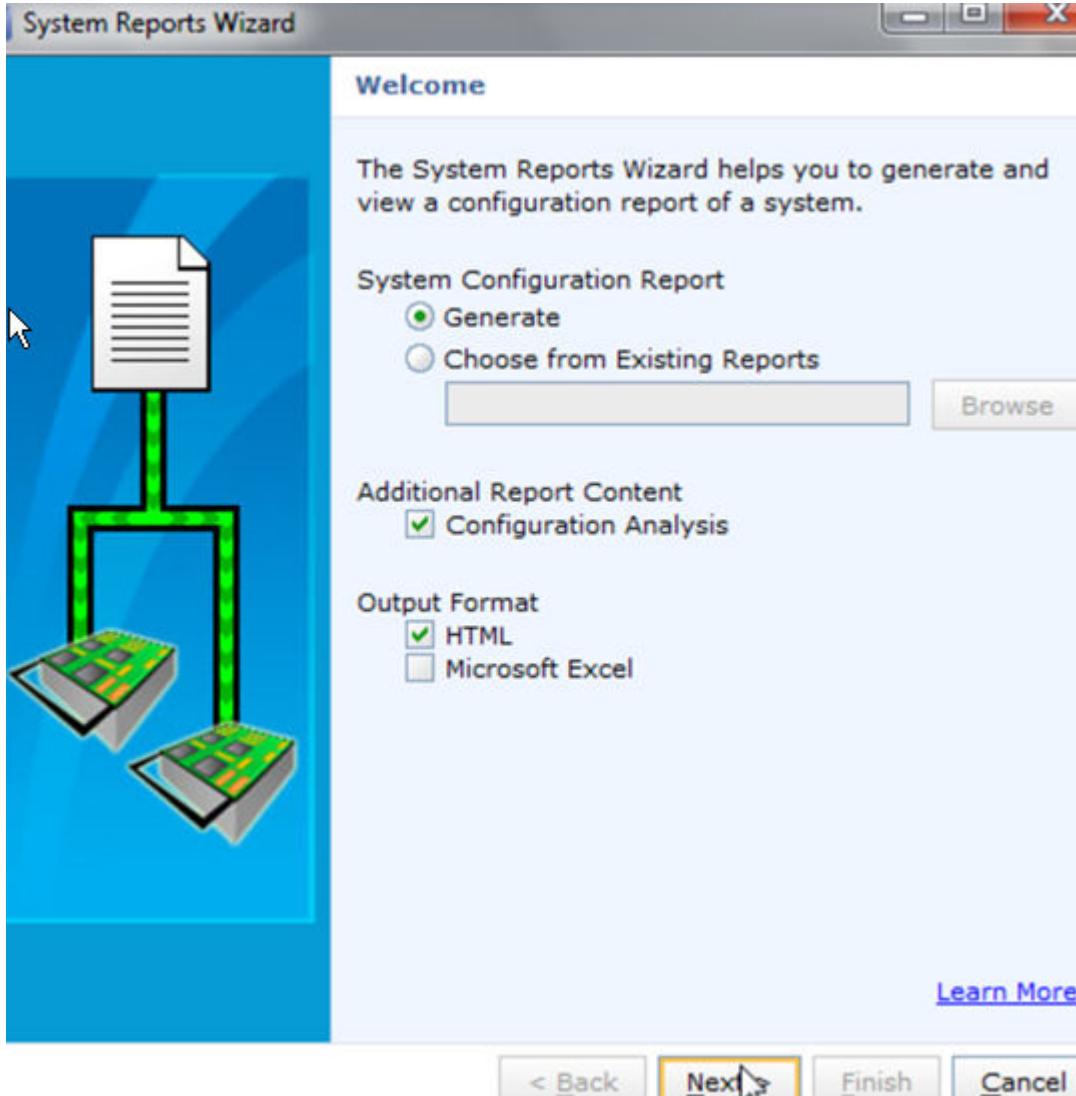
The screenshot shows a user interface for managing a VNX storage system. The top section, "System Information", displays the following details:

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

The "Connections" section contains a link to "Logout of all systems".

The "Reports" section contains three links:

- [View System Configuration](#) (highlighted with a mouse cursor)
- [Submit Configuration Report](#)
- [View Repository](#)



3. collect VNX diagnostic files

Unisphere Service Manager

VNX5500 >

Hardware
Add or replace system hardware

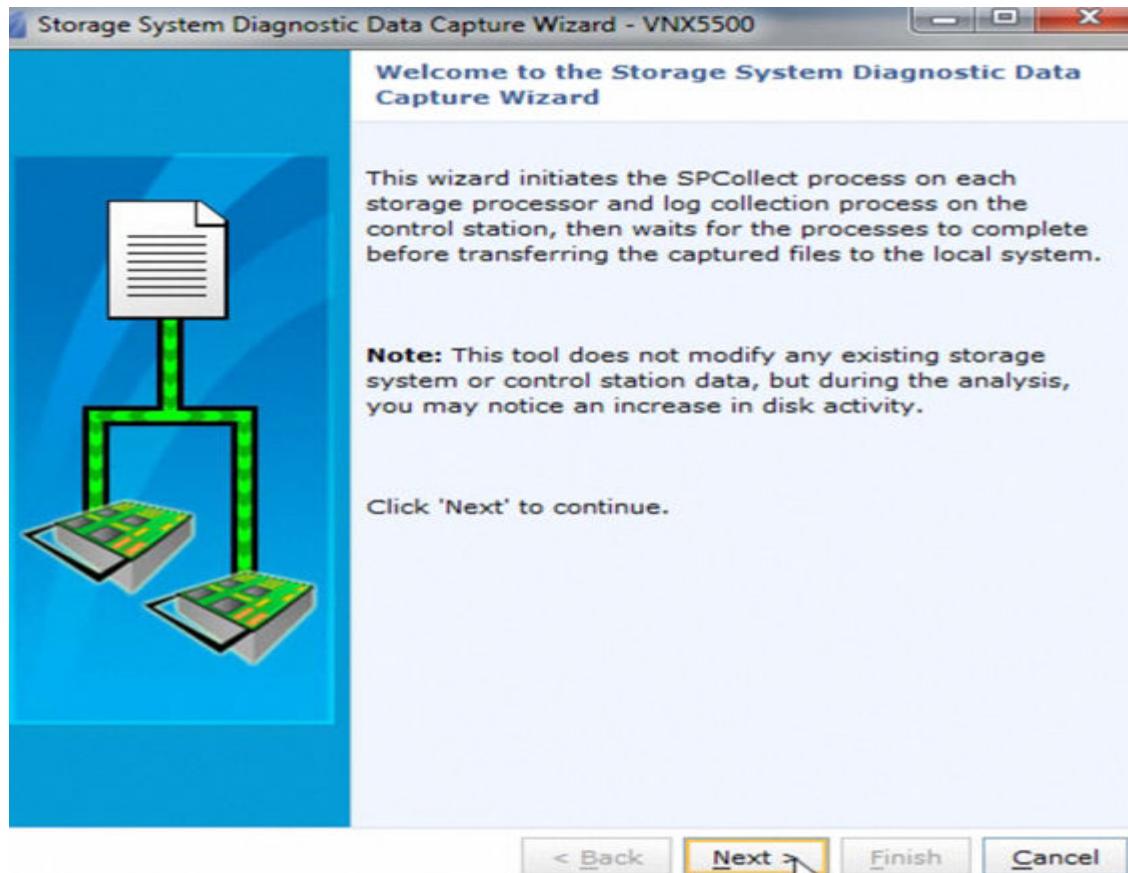
Software
Update system software, add a software enabler or update disk firmware

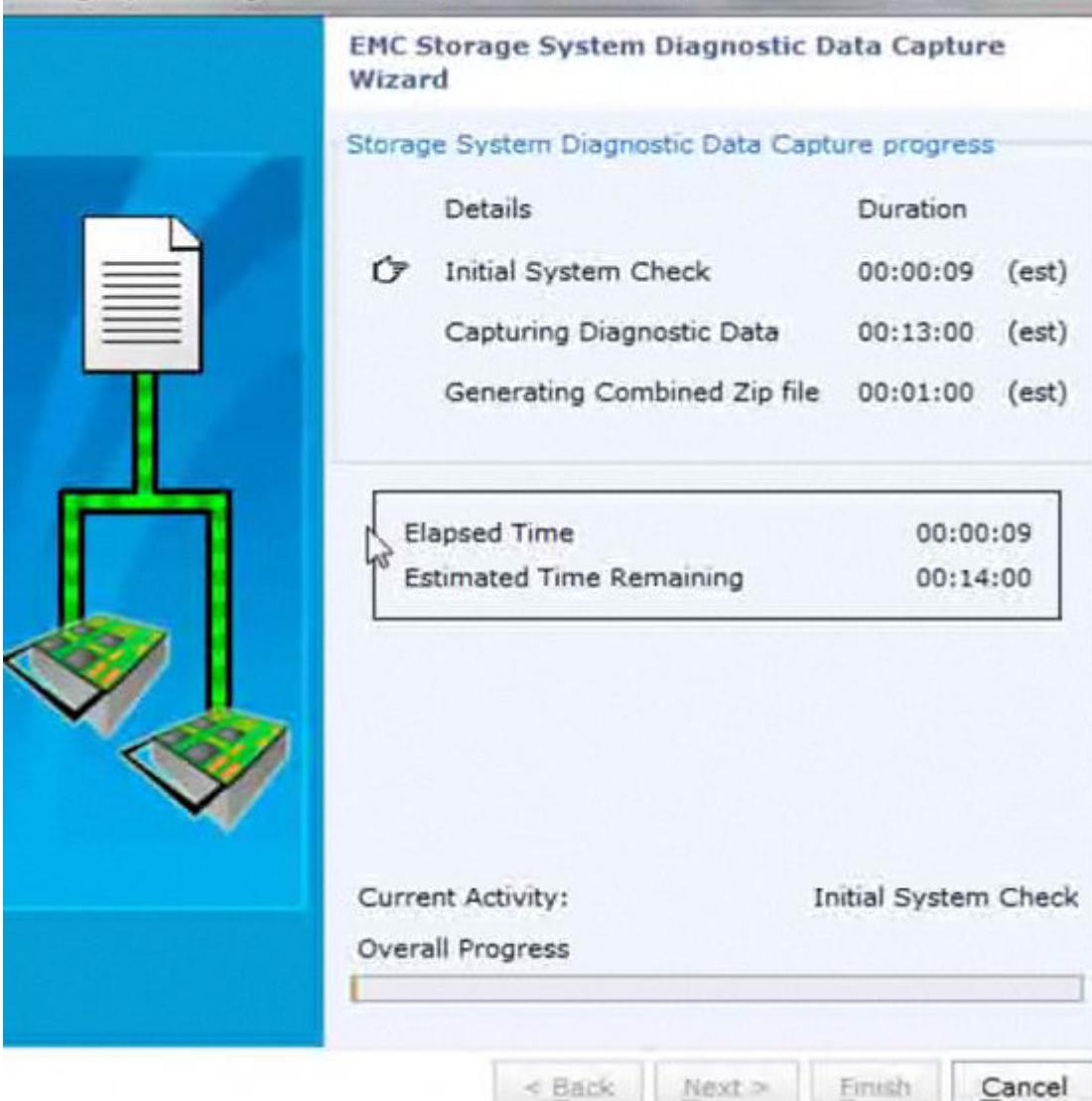
Diagnostics
Gather diagnostic data regarding current system configuration

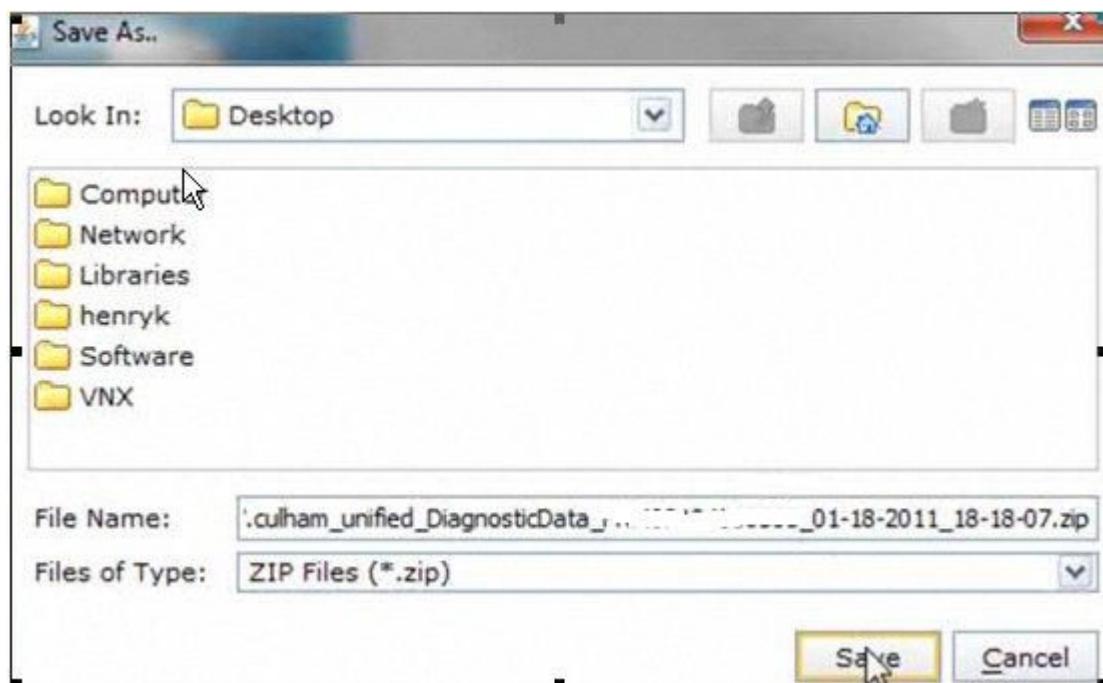
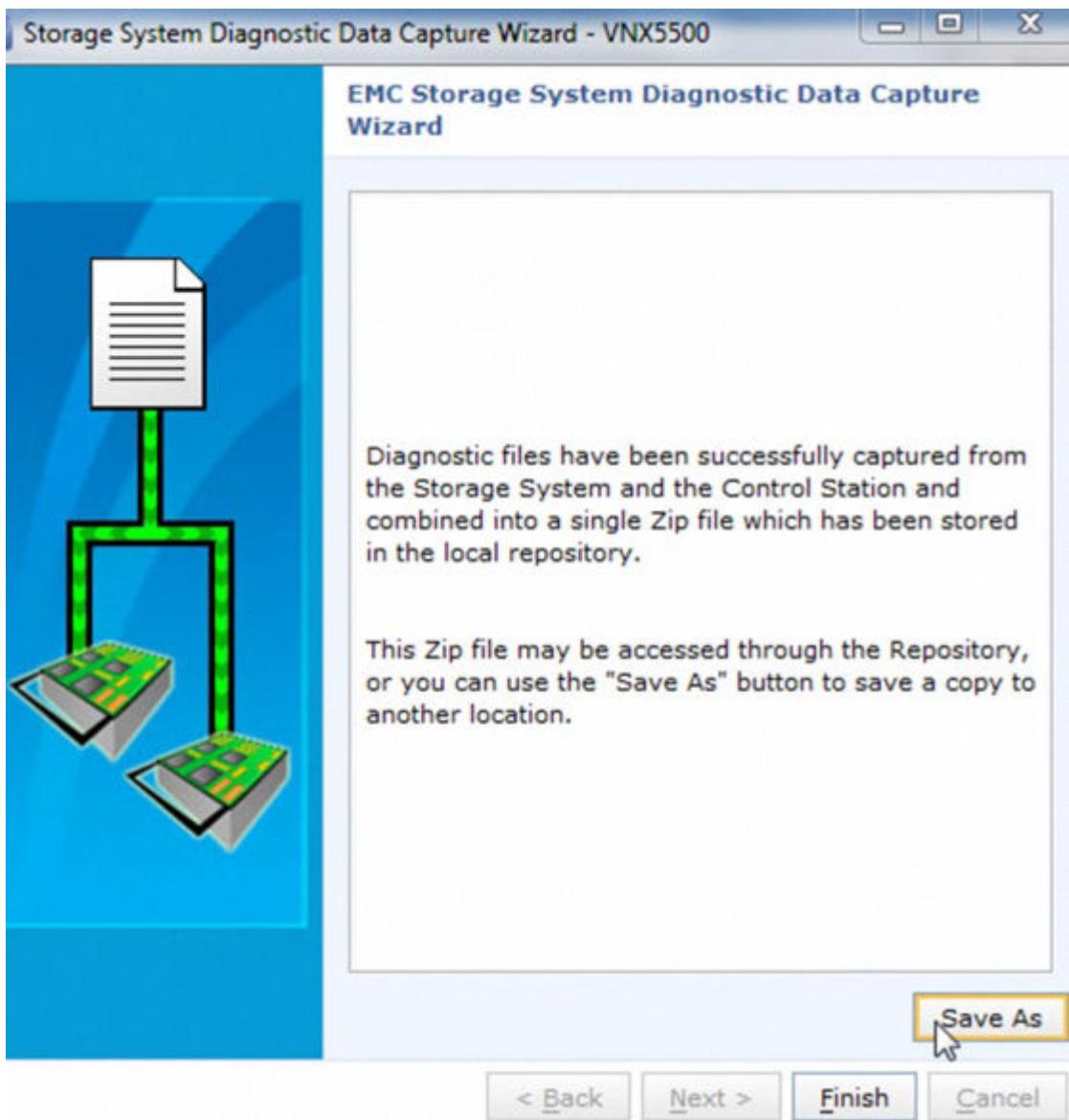
VNX5500 > Diagnostics > Diagnostics

Verify Storage System
Determines if the storage system is operating normally by validating connectivity of storage system hardware components, checking backend functionality, checking status of all CRU/FRUs, and analyzing storage system logs.

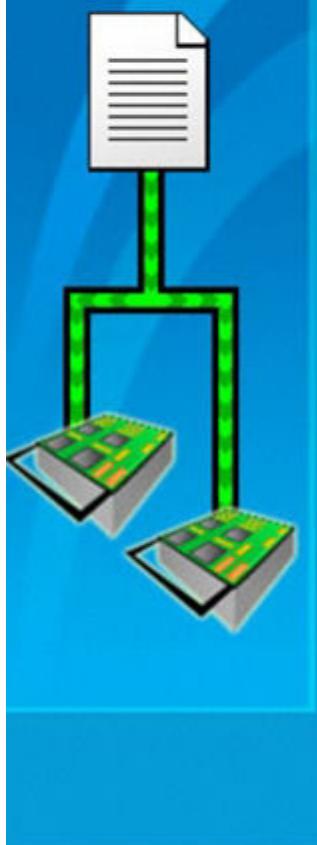
Capture Diagnostic Data
Initiates the diagnostic data collection process, then waits for the process to complete before transferring the captured files to the local system.







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

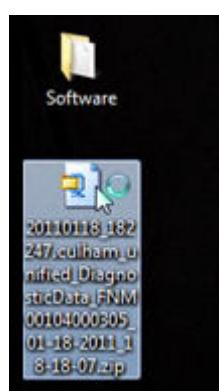
< Back

Next >

Finish

Cancel

4. check and verify VNX diagnostic files

A screenshot of a WinZip application window. The title bar reads 'WinZip - 20110118_18247.culham_unified_DiagnosticData...' and the status bar shows '01-18-2011...'. The interface includes a toolbar with icons for New, Open, Favorites, Add, Extract, Encrypt, View, CheckOut, and Wizard. Below the toolbar is a table listing the contents of the zip file. The first row, 'DiagnosticData.txt', is highlighted with a yellow selection bar and has a cursor pointing at it. The table columns are Name, Type, Modified, Size, Ra..., and Packe...

Name	Type	Modified	Size	Ra...	Packe...
DiagnosticData.txt	Text Docum...	1/18/2011 6:22 PM	13,443	86%	1,84
DialogText.b	Text Docum...	1/18/2011 6:22 PM	4,868	77%	1,13
LogCollectStatus.txt	Text Docum...	1/18/2011 6:22 PM	374	46%	20
mergedlogs.txt	Text Docum...	1/18/2011 6:22 PM	5,439,789	95%	256,44
SPA_cfg_info.txt	Text Docum...	1/18/2011 6:22 PM	146,024	89%	15,89
spa_disks.txt	Text Docum...	1/18/2011 6:22 PM	2,602	92%	19
SPA_navi_getlog.txt	Text Docum...	1/18/2011 6:22 PM	4,949,412	96%	173,38
SPA_sancopy_info.txt	Text Docum...	1/18/2011 6:22 PM	1,782	88%	21
SPB_cfg_info.txt	Text Docum...	1/18/2011 6:22 PM	146,109	89%	15,94
spb_disks.txt	Text Docum...	1/18/2011 6:22 PM	2,602	92%	19
SPB_navi_getlog.txt	Text Docum...	1/18/2011 6:22 PM	3,933,599	96%	142,89
SPB_sancopy_info.txt	Text Docum...	1/18/2011 6:22 PM	1,782	88%	21
.....j_SPA_2011-01-21_23-15-37...	WinZip File	1/18/2011 6:21 PM	7,305,698	4%	6,993..
.....j_SPB_2011-01-21_23-15-53...	WinZip File	1/18/2011 6:20 PM	7,302,514	6%	6,888..
support_materials_.....110121...	WinZip File	1/18/2011 6:22 PM	5,498,525	9%	4,989..
cap_.....11-01-18_18-22-36.xml	XML Docu...	1/18/2011 6:22 PM	110,051	90%	10,97

Selected 0 files, 0 bytes Total 16 files, 34,043KB