Technical Notes

EMC® ScaleIO®

Version 2.0.x

ScaleIO Log Collection

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This document describes how to retrieve and view log files in ScaleIO, ScaleIO Ready Node, and VxRack Node systems.

Unless specified, the log retrieval procedures apply to all systems.

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Preface

As part of an effort to improve its product lines, EMC periodically releases revisions of its software and hardware. Therefore, some functions described in this document might not be supported by all versions of the software or hardware currently in use. The product release notes provide the most up-to-date information on product features.

Contact your EMC technical support professional if a product does not function properly or does not function as described in this document.

Note

This document was accurate at publication time. Go to EMC Online Support (https://support.emc.com) to ensure that you are using the latest version of this document.

Related documentation

The release notes for your version includes the latest information for your product.

The following EMC publication sets provide information about your ScaleIO or ScaleIO Ready Node product:

- ScaleIO software (downloadable as ScaleIO Software <version> Documentation set)
- ScaleIO Ready Node with AMS (downloadable as ScaleIO Ready Node with AMS Documentation set)
- ScaleIO Ready Node no AMS (downloadable as ScaleIO Ready Node no AMS Documentation set)
- VxRack Node 100 Series (downloadable as VxRack Node 100 Series Documentation set)

You can download the release notes, the document sets, and other related documentation from EMC Online Support.

Typographical conventions

EMC uses the following type style conventions in this document:

Bold	Used for names of interface elements, such as names of windows, dialog boxes, buttons, fields, tab names, key names, and menu paths (what the user specifically selects or clicks)
Italic	Used for full titles of publications referenced in text
`Monospace`	Used for: • System code • System output, such as an error message or script • Pathnames, filenames, prompts, and syntax • Commands and options
Monospace italic	Used for variables
`Monospace bold`	Used for user input
[ ]	Square brackets enclose optional values
|	Vertical bar indicates alternate selections - the bar means “or”

{ }	Braces enclose content that the user must specify, such as x or y or z
...	Ellipses indicate nonessential information omitted from the example

Where to get help

EMC support, product, and licensing information can be obtained as follows:

Product information

For documentation, release notes, software updates, or information about EMC products, go to EMC Online Support at https://support.emc.com.

Technical support

Go to EMC Online Support and click Service Center. You will see several options for contacting EMC Technical Support. Note that to open a service request, you must have a valid support agreement. Contact your EMC sales representative for details about obtaining a valid support agreement or with questions about your account.

Your comments

Your suggestions will help us continue to improve the accuracy, organization, and overall quality of the user publications. Send your opinions of this document to techpubcomments@emc.com.

Retrieving GUI logs

This topic describes how to retrieve the GUI logs in a ScaleIO system.

Before you begin

Ensure that you have access to the PC that runs the GUI.

When the ScaleIO GUI is started, the GUI logs are collected in a system-defined folder on the local drive.

Procedure

1. Log in to the PC that runs the GUI whose logs you want to collect.
2. Retrieve the log files (one `text` file and the rest `ZIP` files) from the following folder:

   `C:\Users\<user_used_to_install_gui>\AppData\Roaming\EMC\scaleio\logs`

   For example:
   `C:\Users\Administrator\AppData\Roaming\EMC\scaleio\logs`

ScaleIO offline GUI

The offline GUI provides you easy and quick access to the ScaleIO system topology and enables you to analyze the data available in the `get_info` log files in ZIP or TGZ formats.

The `get_info` log file displays the snapshot of system topology at a given point in time and helps you debug the issues in the system, without accessing the system. To access the offline GUI, you need to use the file path of the log files, not the server access credentials.

To view the ScaleIO offline GUI, first retrieve the log file (with the CLI or the IM).

Retrieving the offline GUI log file using the CLI

Retrieve ScaleIO component logs automatically using the CLI in both Linux- and Windows-based systems.

Before you begin

Ensure that you have access to:

- ScaleIO system
- `get_info.tgz` script

This procedure collects ScaleIO component logs in TGZ format on all nodes in the system.

Procedure

1. Use SSH to connect to the Master MDM.

   The `get_info.tgz` file, which includes the snapshot of system topology, resides on the Master MDM in a default location, unless a different location is configured. To run the script from a specific location, change the directory to: `/opt/emc/scaleio/mdm/diag`

2. Run the following command:

   ```
   ./get_info.sh -u admin -p Password1 -r
   ```

   When the operation completes successfully, a message similar to the following is displayed:

   ```
   /tmp/scaleio-getinfo/getInfoDump.tgz created successfully
   ```

3. Copy `getInfoDump.tgz` to the server that hosts the standard GUI.
4. Retrieve the log file from the directory that holds the `getInfoDump.tgz` file and send it to Customer Support for analysis.

Retrieving the offline GUI log file using the Installation Manager

Retrieve ScaleIO component logs automatically using the Installation Manager (IM) in Linux- and Windows-based systems.

Before you begin

Ensure that you have the following credentials:

- Master MDM IP address, username, and password
- LIA password
- IM username and password

This procedure collects the ScaleIO component logs in a ZIP file on all nodes in the system.

Procedure

1. In a web browser, go to https://*<IM_Server_IP>* where *<IM_Server_IP>* is the IP address of the Gateway server with the Gateway/IM package installed on it.
2. In the IM **Welcome** screen, enter the default IM credentials.

3. From the IM main menu, select **Maintain**.
4. Enter the login credentials and click **Retrieve system topology**.
5. In the **Maintenance operation** screen, click **Collect Logs**.
6. Enter the MDM admin password.
7. Select an option other than **Collect exceptions only**, or do not select any of the options.
8. Click **Collect Logs**.

   Note

   This operation may take some time to complete, depending on your system topology. Once started, this operation cannot be rolled back, though you may abort it.

9. Select the **Monitor** tab to view the progress status of log collection.
10. When the Get Info operation completes, click **Download logs** to download the log files.

    A ZIP file containing all ScaleIO component logs is downloaded to your computer.
11. Click **Mark operation completed** to clear the log files from the Installation Manager and enable it to be available for other operations.
12. Send the ZIP log file to Customer Support for analysis.

Viewing the ScaleIO offline GUI

View the ScaleIO offline GUI snapshot.

Before you begin

Ensure that you have access to:

- The ScaleIO GUI on your server
- The ZIP or TGZ log file in the local drive of your server

Procedure

1. Open the ScaleIO GUI.
2. In the login window, select a log file to display:
   - Press CTRL-O to browse to a log file.
   - In the **IP Address / Name** field, type `file://` followed by the full file path of the ZIP or TGZ log file, then click **Connect**.
     Example:

     file://`C:\Users\ploni\offline_gui.zip`

Results

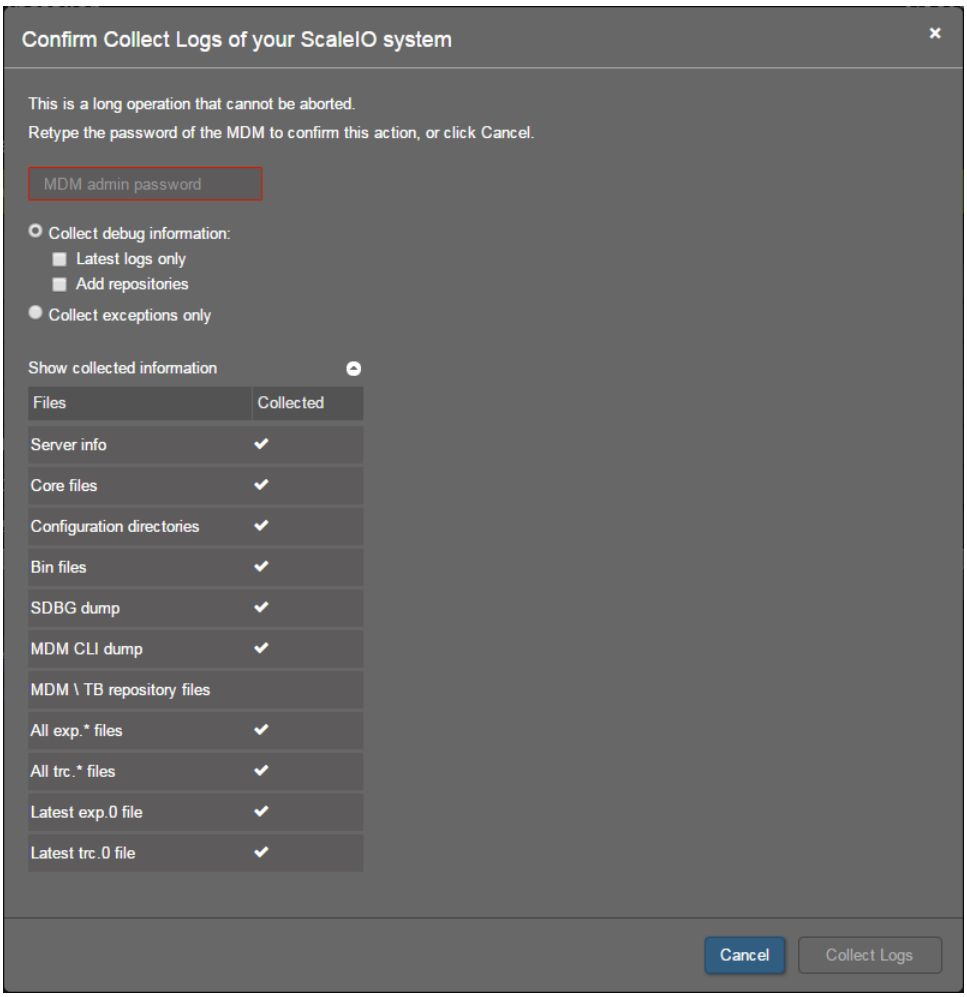
The ScaleIO offline GUI is displayed.

Offline GUI does not display

The offline GUI cannot be displayed.

You view the offline GUI by logging in to the ScaleIO GUI with the name of the customer log file (in ZIP format), preceded by its file path, as user credentials (for example, `file://C:\Users\almogs2\Downloads\get_info.zip`).

If the **Collect exceptions only** option was selected when creating the log file, the Offline GUI screen will not be displayed.



Ensure that any option other than **Collect exceptions only** is selected, or do not select any of the options.

Retrieving operating system logs

This section describes how to retrieve the operating system logs for servers in a ScaleIO system.

Proceed to the section that matches your operating system environment:

- Retrieving ESXi operating system logs on page 7
- Retrieving Linux operating system logs on page 7
- Retrieving Windows operating system logs on page 8

Retrieving ESXi operating system logs

This topic describes how to retrieve the operating system logs from an ESXi server in a ScaleIO system.

Before you begin

Ensure that you have access to the following:

- IP address of the node
- Password for the root user

When the OS is started, the ESXi operating system logs are collected in the system-defined folders `/var/log` and `/scratch/log/` on the local drive.

Procedure

1. Log in to the ScaleIO node.
2. From ESXi, run the `scp` command to collect the ESXi operating system logs from the following folders on the local drive:
   - `/var/log`
   - `/scratch/log/`

   For additional data, see *VMware KB-653: Collecting diagnostic information for VMware ESX/ESXi* (https://kb.vmware.com/kb/653).

Retrieving Linux operating system logs

This topic describes how to retrieve the operating system logs from a Linux server in a ScaleIO system.

Before you begin

Ensure that you have access to the following:

- IP address of the node
- Password for the root user
- EMC Grab Utility, downloadable from EMC Support portal (https://support.emc.com)

When the OS is started, the Linux logs are collected in the system-defined directory `/var/log`, on the local drive.

Procedure

1. Log in to the ScaleIO node.
2. Run the `scp` command to collect the Linux operating system logs from the `/var/log` directory on the local drive.

   The `/var/log` folder provides logs for preliminary system investigation.
3. To retrieve full logs, including customer- and OS-related information, run the EMC Grab utility.

Retrieving Windows operating system logs

This topic describes how to retrieve the operating system logs from a Windows server in a ScaleIO system.

Before you begin

Ensure that you have access to the following:

- IP address of the node
- Password for the administrator user
- EMC Grab Utility, downloadable from EMC Support portal (https://support.emc.com)

Procedure

1. Log in to the ScaleIO node.
2. Run the Windows Event Viewer.

   The **Event Viewer** screen displays **Event Viewer (Local)** as the root node.
3. In the navigation pane, drill down to the **Windows Logs** node and select the **System** sub node.

   The **Actions** pane is displayed on the right side of the screen.
4. From the **Actions** pane, click **Save All Events As**.

   The navigation tree with your local folders is displayed.
5. Browse to the intended location on your local drive, give the file an appropriate name, and select the file format.
6. Click **Save**.

   The Windows OS-related log files are saved on your local drive.
   The file on the local drive provides logs for preliminary system investigation.
7. To retrieve full logs, including customer- and OS-related information, run the EMC Grab utility.

Retrieving ScaleIO component logs

This section describes how to retrieve the log files for ScaleIO components in the system. You can either do this manually, one component at a time, or in an automated manner, for all system components at one time.

Proceed to the section that matches your preferred method of log retrieval, manual or automatic:

- Retrieving ScaleIO component logs manually on page 8
- Retrieving ScaleIO component logs automatically on page 11

Retrieving ScaleIO component logs manually

This topic describes how to manually retrieve the ScaleIO component logs. Manual collection is performed from one node at a time.

Before you begin

Ensure that you have the following user login credentials:

- IP address of the node
- Password for the root user in ESXi- and Linux-based systems and the administrator user in Windows-based systems

The ScaleIO logs relate to specific components (MDM, SDS, or LIA) on each server node and their OS environment.

Procedure

1. SSH or RDP to the ScaleIO node.

   In an ESXi-based ScaleIO system, log in to the SVM (which is Linux based).

2. Run the script for the ScaleIO component (the script is OS dependent).

Operating System	Run this script
ESXi or Linux	`/opt/emc/scaleio/<scaleio component>/diag/get_info.sh -f` where *<scaleio component>* is mdm, sds, or lia
Windows	`"C:\Program Files\EMC\scaleio\<scaleio component>\diag\get_info.bat" -f` where *<scaleio component>* is mdm, sds, or lia

   The get_info syntax is explained fully in get_info on page 10.

   - If the selected node is the Master MDM, use the flags `-u <MDMuser> -p <MDMpassword>`, instead of `-f`.
   - If the selected node contains more than one ScaleIO component, running any script will gather logs for all components on that node.

3. Verify that you get an output similar to the following, which shows that the process of log collection has completed successfully:

```
Archive c:\Windows\Temp\ScaleIO-getinfo\getInfoDump.zip created
successfully.
```

   Note

   The script can generate numerous lines of output. Therefore look for this particular line in the output.

4. When the log collection process completes, a `ZIP` file, containing the logs of all ScaleIO components in the node, is created under `c:\Windows\Temp\ScaleIO-getinfo\`.

5. Retrieve the log file.

get_info

Collects logs for EMC Technical Support analysis.

Syntax

```
./get_info.sh [-help | Options]
```

Options:

-h, --help

Display help documentation.

-d <PATH>

Specify the path to receive all the collected information.

-c

Generate SDS and/or MDM core dump. Available only when one or more of the components are running.

-r

Collect repository files.

-e

Collect exception files only.

-l

Light version. Copy only trc.0 and exp.0 from the logs directory and repository files.

-u <USER NAME>

User name, which is used to perform a login and must be supplied with a password.

-p <PASSWORD>

Password, which is used to perform a login and must be supplied with a user name.

-b

Collect MDM, SDS, LIA binaries and core dumps.

-g

Collect MDM, SDS, LIA binaries and valgrind core dumps.

-s

Collect SDBG output.

-f

Skip querying CLI info, when you do not have credentials.

-a

Collect all info.

-n

Connect to the MDM in nonsecure mode.

`-k <Num>`

Collect Num core files from each component. This flag implies -b.

`-i <Input_file_name>`

Extended configuration file.

Retrieving ScaleIO component logs automatically

This topic describes how to use the Installation Manager to automatically retrieve the ScaleIO component logs. This procedure collects the ScaleIO component logs on all the nodes in the system.

Before you begin

Ensure that you have the following credentials for retrieving the system topology and accessing the ScaleIO Installation Manager server:

- Master MDM IP
- MDM user name
- MDM password
- LIA password
- Password for the admin user for accessing the Installation Manager

Procedure

1. Log in to the Installation Manager:

Operating System	Steps
Windows- and Linux-based system	a. From Internet Explorer, browse to `https://<IM_Server_IP>`, where *<IM_Server_IP>* is the IP address of the Gateway server, with the Gateway/IM package installed on it. b. From the IM **Welcome** screen, enter the IM credentials.
ESXi-based system	a. From the VMware plug-in **ScaleIO Systems** screen, right-click the system for which you want to collect the logs. b. Select **Open ScaleIO Gateway**. **Note** Opening the Gateway can take some time. c. From the IM **Welcome** screen, enter the IM credentials.

   The IM main menu is displayed.

2. From the IM main menu, select **Maintain**.
3. Enter the login credentials and click **Retrieve system topology**.

   The **Maintenance operation** screen displays the system topology.

4. Click **Collect Logs**.

5. Enter the **MDM admin** password and select one of the following options:
   - **Copy repositories**
     Besides full logs, includes the MDM repository from installed components.

     Usual size for the repository is ~306 MB
   - **Collect exceptions only**
     Instead of full logs, collects the ScaleIO Core dumps only.

     By default, ScaleIO Core dumps are disabled. Customer Support will instruct you if ScaleIO Core dumps need to be enabled.
   - **Last version**
     Instead of full logs, collects the most recently-created log file from each component.
6. Click **Collect Logs**.

   The Get Info operation, the log collection function of the IM, begins.
   This operation may take some time to complete, depending on your system topology. Once started, this operation can be rolled back.
7. Select the **Monitor** tab. Log collection progress is displayed.
8. When the Get Info operation completes, click **Download logs** to download the log files.

   A `ZIP` file, containing all ScaleIO component logs, is downloaded.
9. Click **Mark operation completed** to clear the log files from the Installation Manager and enable it to be available for other operations.

Retrieving RAID controller logs from VxRack Node 100 Series systems

This topic describes how to retrieve the RAID controller logs from ESXi-, Linux-, and Windows-based servers in a VxRack Node 100 Series system.

Before you begin

Ensure that you have access to the following:

- IP address of the node
- Password for the root user in ESXi- and Linux-based systems and the administrator user in Windows-based systems
- The RAID controller utility, in enable mode (for details, refer to *Hardware Configuration and Operating System Installation Guide* of your system)

Procedure

1. SSH or RDP to the ScaleIO node.
2. Retrieve the controller information:

Operating System	Run this command
ESXi	`/opt/lsi/storcli/storcli /call show all > <file_name>`

Operating System	Run this command
	Example: `/opt/lsi/storcli/storcli /call show all > /var/tmp/store/RAIDinfo.txt`

Linux	`/opt/MegaRAID/storcli/storcli64 /call show all > <file_name>`
	Example:
	`/opt/MegaRAID/storcli/storcli64 /call show all > /var/tmp/store/RAIDinfo .txt`

Windows	`storcli64 /call show all > <file_name>`
	Example:
	`storcli64 /call show all > C: \RAIDinfo.txt`

3. Retrieve the `Show Events` log file:

Operating System	Run this command

ESXi	`/opt/lsi/storcli/storcli /call show events file=<file_name>`
	Example:
	`/opt/lsi/storcli/storcli /call show events file=/var/tmp/store/RAIDevents.txt`

Linux	`/opt/MegaRAID/storcli/storcli64 /call show events file=<file_name>`
	Example:
	`/opt/MegaRAID/storcli/storcli64 /call show events file=/var/tmp/store/RAIDevents.txt`

Operating System	Run this command

Windows	`storcli64 /call show events file=<file_name>`
	Example:
	`storcli64 /call show events file=C:\RAIDevents.txt`

You can retrieve the `RAIDevents.txt` file from your local drive.

4. Retrieve the `Termlog` log file:

Operating System	Run this command

ESXi	`/opt/lsi/storcli/storcli /call show termlog file=<file_name>`
	Example:
	`/opt/lsi/storcli/storcli /call show termlog file=/var/tmp/store/RAIDtermlog.txt`

Linux	`/opt/MegaRAID/storcli/storcli64 /call show termlog file=<file_name>`
	Example:
	`/opt/MegaRAID/storcli/storcli64 /call show termlog file=/var/tmp/store/RAIDtermlog.txt`

Windows	`storcli64 /call show termlog file=<file_name>`
	Example:
	`storcli64 /call show termlog file=C:\RAIDtermlog.txt`

You can retrieve the `RAIDtermlog.txt` file from your local drive.

Retrieving RAID controller logs from ScaleIO Ready Node systems

This topic describes how to retrieve the RAID controller logs from ESXi-, Linux-, and Windows-based servers in a ScaleIO Ready Node system.

Before you begin

Ensure that you have access to the following:

- IP address of the node
- Password for the root user in ESXi- and Linux-based systems and the administrator user in Windows-based systems
- The RAID controller utility, which is enabled (for details, refer to *Hardware Configuration and Operating System Installation Guide* of your system)

Procedure

1. SSH or RDP to the ScaleIO node.
2. Retrieve the controller information:

Operating System	Run this command

ESXi	`/opt/lsi/perccli/perccli /call show all > <file_name>`
	Example:
	`/opt/lsi/perccli/perccli /call show all > /var/tmp/store/RAIDinfo.txt`

Linux	`/opt/MegaRAID/perccli/perccli64 /call show all > <file_name>`
	Example:
	`/opt/MegaRAID/perccli/perccli64 /call show all > /var/tmp/store/RAIDinfo.txt`

Windows	`perccli64 /call show all > <file_name>`
	Example:
	`perccli64 /call show all > C:\RAIDinfo.txt`

3. Retrieve the `Show Events` log file:

Operating System	Run this command

ESXi	`/opt/lsi/perccli/perccli /call show events file=<file_name>`
	Example:
	`/opt/lsi/perccli/perccli /call show events file=/var/tmp/store/RAIDevents.txt`

Linux	`/opt/MegaRAID/perccli/perccli64 /call show events file=<file_name>`
	Example:
	`/opt/MegaRAID/perccli/perccli64 /call show events file=/var/tmp/store/RAIDevents.txt`

Windows	`perccli64 /call show events file=<file_name>`
	Example:
	`perccli64 /call show events file=C:\RAIDevents.txt`

You can retrieve the `RAIDevents.txt` file from your local drive.

4. Retrieve the `Termlog` log file:

Operating System	Run this command

ESXi	`/opt/lsi/perccli/perccli /call show termlog file=<file_name>`
	Example:
	`/opt/lsi/perccli/perccli /call show termlog file=/var/tmp/store/RAIDtermlog.txt`

Linux	`/opt/MegaRAID/perccli/perccli64 /call show termlog file=<file_name>`

Operating System	Run this command
	Example: `/opt/MegaRAID/perccli/perccli64 /call show termlog file=/var/tmp/store/RAIDtermlog.txt`

Windows	`perccli64 /call show termlog file=<file_name>`
	Example:
	`perccli64 /call show termlog file=C:\RAIDtermlog.txt`

You can retrieve the `RAIDtermlog.txt` file from your local drive.

Configuring and retrieving the operating system crash dumps

This section describes how to configure and retrieve the operating system crash dumps.

Before you begin

Ensure that you have access to a web browser.

Procedure

1. Open your web browser.
2. Configure and retrieve the crash dumps.

   To see the procedure, click an appropriate link that matches with your operating system:

Operating System	Link for crash dump configuration procedure
ESXi	http://kb.vmware.com/kb/1000328
Linux (RedHat)	https://access.redhat.com/solutions/6038
Linux (SLES)	https://www.suse.com/support/kb/doc?id=3374462
Windows	https://support.microsoft.com/en-ie/kb/969028

3. Analyze the crash dumps.

   To see the procedure, click an appropriate link that matches with your operating system:

Operating System	Link for crash dump configuration procedure
ESXi	http://kb.vmware.com/kb/1006796 or http://kb.vmware.com/kb/1004128
Linux (RedHat)	https://access.redhat.com/solutions/2121

Operating System	Link for crash dump configuration procedure
Linux (SLES)	https://www.suse.com/support/kb/doc.php?id=7010484
Windows	https://support.microsoft.com/en-ie/kb/315263

Retrieving vSphere web plug-in logs

This topic describes how to retrieve the vSphere web plug-in logs from ESXi-based servers in a ScaleIO system.

Before you begin

Ensure that you have access to the following:

- IP address of the vCenter where the web plug-in is installed
- Login credentials for the vCenter

Procedure

1. SSH or RDP to the vCenter server.
2. Retrieve all the files from the following folders, depending on the vCenter version and the vCenter server's OS:

Operating System	vCenter 5.5 log folders
Linux	• `/var/log/vmware/vsphere-client/` • `/opt/.vmware/scaleio` • `/var/lib/vmware/vsphere-client/vc-packages/vsphere-client-serenity/`
Windows	• `C:\ProgramData\VMware\vSphere Web Client\serviceability\logs` • `C:\Windows\System32\config\systemprofile\AppData\Roaming\VMware\scaleio` • `C:\ProgramData\VMware\vSphere Web Client\vc-packages\vsphere-client-serenity`

Operating System	vCenter 6.0 log folders
Linux	• `/var/log/vmware/vsphere-client/logs` • `/etc/vmware/vsphere-client/vc-packages/scaleio` • `/etc/vmware/vsphere-client/vc-packages/vsphere-client-serenity`
Windows	• `C:\ProgramData\VMWare\vCenterServer\logs\vsphere-client\logs`

Operating System	vCenter 6.0 log folders
	• `C:\Users\vspherewebclientsvc\AppData\Roaming\VMware\scaleio` • `C:\ProgramData\VMware\vCenterServer\cfg\vsphere-client\vc-packages\vsphere-client-serenity`

Retrieving Installation Manager logs

This topic describes how to retrieve the Installation Manager log files. The logs are downloaded in the form of a single `ZIP` file.

Before you begin

Ensure that you have access to:

- The admin-level user password for accessing the Installation Manager
- IP address of the Installation Manager server

Procedure

1. From a web browser, go to **`https://`*`<IM_Server_IP>`***.

   where *<IM_Server_IP>* is the IP address of the Gateway server, with the Gateway/IM package installed on it.

2. From the **Installation Manager** main menu, select **Maintain**.

   The **Maintenance operation** screen appears.

3. Click the **Download Installation Manager logs** link.

   The Installation Manager logs are collected as a single `ZIP` file in the browser-configured location.

Retrieving system event logs in VxRack Node 100 Series servers

This topic describes how to access the system event logs (SEL) in a VxRack Node 100 Series server.

Before you begin

Ensure that you have access to the following:

- IP address of the BMC port
- Login credentials for the BMC (admin/admin as default user name/password)

Procedure

1. From a web browser, go to **`http://`*`<IP_address_BMC_port>`***.
2. In the **Console Login** window, type the user name and password, then click **Login**.
3. To view events in the **Dashboard**, select **Server Health** > **Event log**.

   The **Event Log** is displayed with color-coded severity levels.

4. Click **Download Event Logs** to save the event logs.

   The event logs are saved in a `.TXT` file.
   The power supply- and fan-related errors in **Event Log** may be intermittent in nature, and therefore may display repetitive events for one module. For such errors, it is recommended that you remove the module and replace it in its socket. This might be a connection-related issue.

Retrieving system event logs in ScaleIO Ready Node servers

This topic describes how to access the system events logs (SEL) in a ScaleIO Ready Node server.

Before you begin

Ensure that you have access to the following:

- IP address of the BMC port
- Login credentials for the BMC (admin/admin as default user name/password)

Procedure

1. From a web browser, go to `http://<IP_address_BMC_port>`.
2. In the **Console Login** window, type the user name and password, then click **Login**.
3. To view the event log, select **View Logs** in the **Quick Launch Tasks** pane.

   The **System Event Log** is displayed with color-coded severity levels.
4. To save the event log, click the **Save As** button at the bottom of the table.

   The event log is saved in a `.CSV` file.
   The power supply- and fan-related errors in **Event Log** may be intermittent in nature, and therefore may display repetitive events for one module. For such errors, it is recommended that you remove the module and replace it in its socket. This might be a connection-related issue.

Retrieving DAS cache logs from a Linux server

This topic describes how to retrieve DAS cache logs of a ScaleIO node from Linux server.

Both the ScaleIO server and ScaleIO VM run on Linux. Therefore, the procedure of collecting DAS Cache logs from a Linux ScaleIO server applies to the ScaleIO VM as well.

Procedure

1. SSH to the ScaleIO node (for Linux environment) or ScaleIO VM (for ESXi environment).
2. Retrieve the log information:

Operating System	Run the command

ScaleIO VM in ESXi environment	a. From the ScaleIO VM shell, run the following command:
	`/sbin/fio_collect_logs.sh -c -f sio`
	Output, similar to the one shown after this table, appears.
	b. Collect the output logs from the following `.txt` file:
	`ls -l /dev/disks/by-path/* > <output file>.txt >`

ScaleIO node in Linux environment	a. From the ScaleIO VM Node shell, run the following command:
	`/sbin/fio_collect_logs.sh -c -f sio`
	Output, shown after this table, appears.
	b. Collect the output logs from the following `.txt` file:
	`ls -l /dev/disks/by-path/* > <output file>.txt >`

Output example:

```
[root@sio-dcoe-92H-9 ~]# /sbin/fio_collect_logs.sh -c -f sio
WARNING: fscli was not found in default location of /sbin
Continuing with collection
Basic collection is being generated
Now gathering Caching logs
No cache stats found.
/etc/fio/
/etc/fio/check_distro.sh
/etc/fio/config
/etc/fio/fioctl.sh
/etc/fio/fiolicense.bin
/etc/fio/md-fioctl.sh
/etc/fio/perc-fioctl.sh
/etc/fio/SR_sio_FSlogs_20160616154246.tar.gz
/etc/fio/SR_sio_FSlogs_20160616154246.tar.gz.md5
/etc/fio/disks.conf
Done gathering Caching logs. Now checking for corefiles
No corefiles were detected on your system
Basic collection is done
No SSD Sections were detected or Stats was not requested.
Bypassing Stats collection
Compressing log bundle. . . Please wait.
Log compression has completed.
Now cleaning up temp files
Done cleaning up temp files
** Completed. Please send SR_sio_FSlogs_20160626084508.tar.gz
and its md5sum to Support. ***
```

Both `SR_sio_FSlogs_20160626084508.tar.gz` and `SR_sio_FSlogs_20160626084508.tar.gz.md5` files are saved in your working directory.

Retrieving DAS cache logs from a Windows server

This topic describes how to retrieve DAS cache logs of a ScaleIO server from a Windows server.

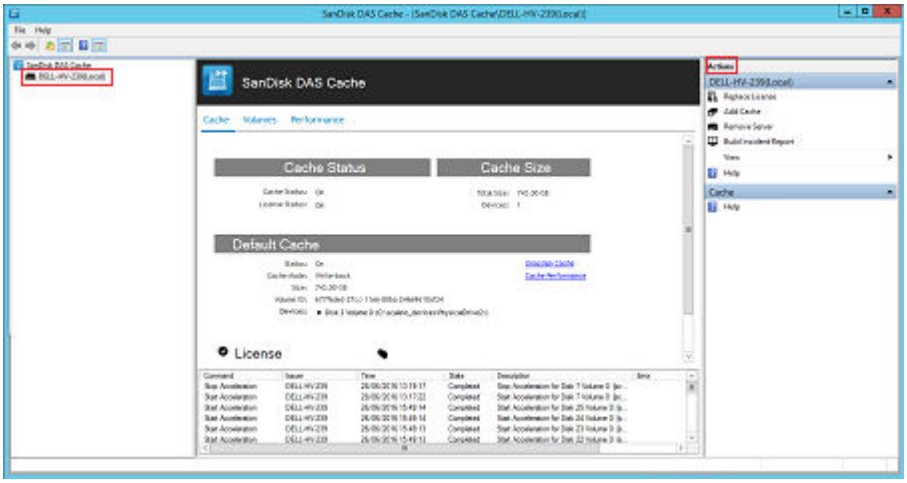
Before you begin

Ensure that DAS Cache is configured on your computer.

Procedure

1. RDP to the ScaleIO server.
2. Open the DAS Cache management utility by clicking **SanDisk DAS Cache** ( ).

   The **DAS Cache Management** window is displayed, with **DELL-HV238(Local)** as a default node selection in the navigation tree and a separate **Actions** pane.

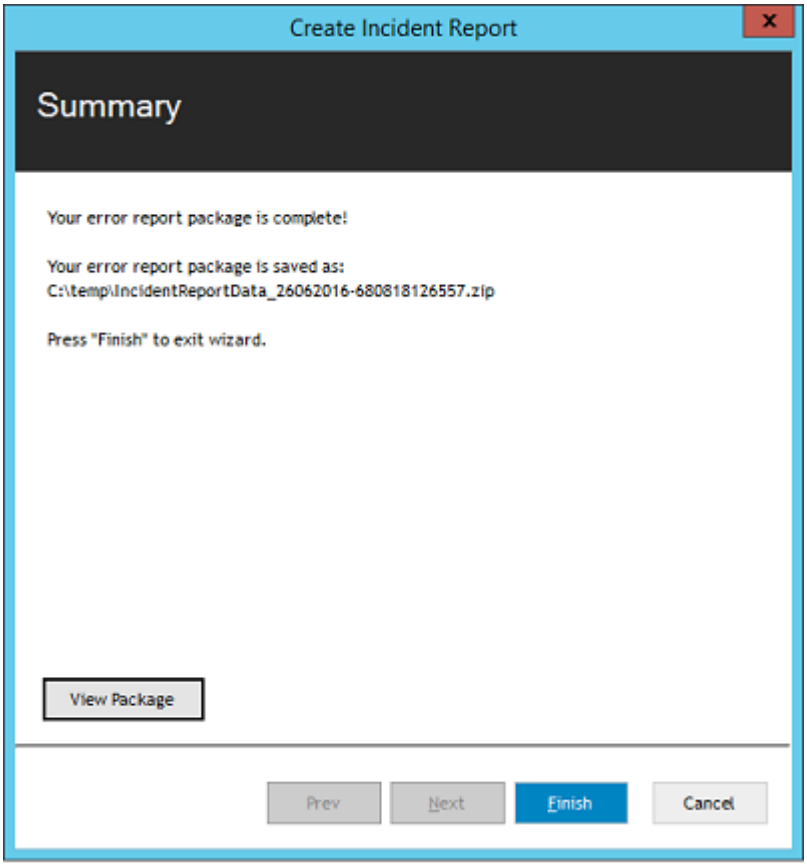


3. In the **Actions** pane, click **Build Incident Report**.

   The **Create Incident Report - Contact and Incident Information** window is displayed.

4. Do the following:
   - **Problem Description** field: Enter a short description of the issue.
   - **Collect system information** checkbox (default selection): Select the checkbox to collect the parameters listed underneath, besides the DAS Cache logs.
   - **Save Incident Report to** field: Displays the folder location that you browse on your local drive for log file storage.
   - **Browse** button: Enables you to select the folder on your local drive for log file storage.
   - **Time of Occurrence**: Displays the system-defined time stamp of collection of log file.
5. Click **Next**.

   The log collection process begins.
   When the log collection process is completed, the **Create Incident Report - Summary** window is displayed, showing the location of the log file (in `ZIP` format) on your local drive:



6. Click the **View Package** button to display the content of the `ZIP` file.
7. Click **Finish** to stop the process.

Collecting logs using the ScaleIO GUI

Use the ScaleIO GUI and the AMS to collect ScaleIO Ready Node server logs.

This procedure collects logs from the MDM, SDS, and LIA components. It does not support collecting logs from SDCs or the operating system.

Note

In some cases, log collection may not include information from all servers.

Procedure

1. From the **Preferences** menu, select **Log Collection**.

   The **Log Collection** window is displayed.
2. Click **Run Collection**.

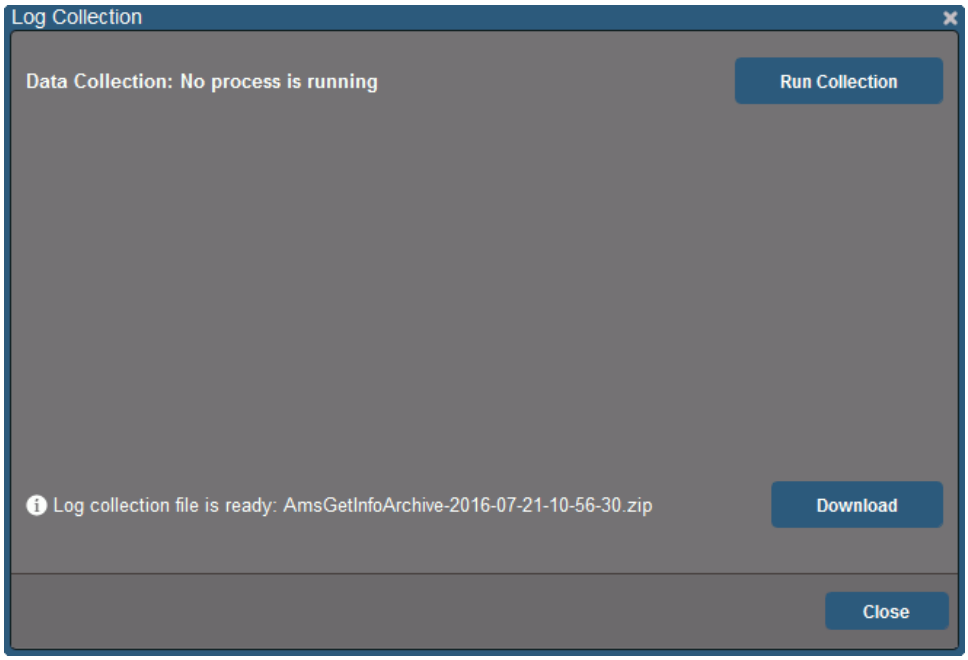
   Progress is shown in the window.
3. When log collection is complete, click **Download**.

   The navigation window is displayed.
4. Navigate to the location on the local server where you want to save the log file (in ZIP format), and click **Open**.

   The file download process begins, which may take several minutes.

5. When the file download is complete, click **Close**.

Figure 1 Log Collection window after collection is complete



Results

The log file (in ZIP format) is saved on your local server.

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