

思科的Hyperflex收集的技术支持文件

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简介

本文描述如何从Hyperflex UI和CLI收集tech-support文件。当您与Cisco TAC联系时，tech-support文件是关键帮助确定什么问题。

先决条件

要求

本文档没有任何特定的要求。

使用的组件

本文没有限制对特定的硬件和软件版本。

指南

vCenter网络客户端方法

Navigator

vCenter Inventory L...

- 10.67.84.173
- HyperFlex-DC
- HyperFlex Cluster

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- Actions - HyperFlex Cluster
 - Add Host...
 - Move Hosts into Cluster...
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- vm-DevOps-SR15
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HyperFlex Cluster

Getting Started Summary Mon

What is a Cluster?

A cluster is a group of hosts. When you add a host to a cluster, the host's resources are added to the cluster's resources. This changes the resources available to the cluster.

Enable the vSphere High Availability (HA) and Distributed Resource Scheduler (DRS), and the Virtual Machine Monitoring (VMM) services.

Host
a new virtual ma

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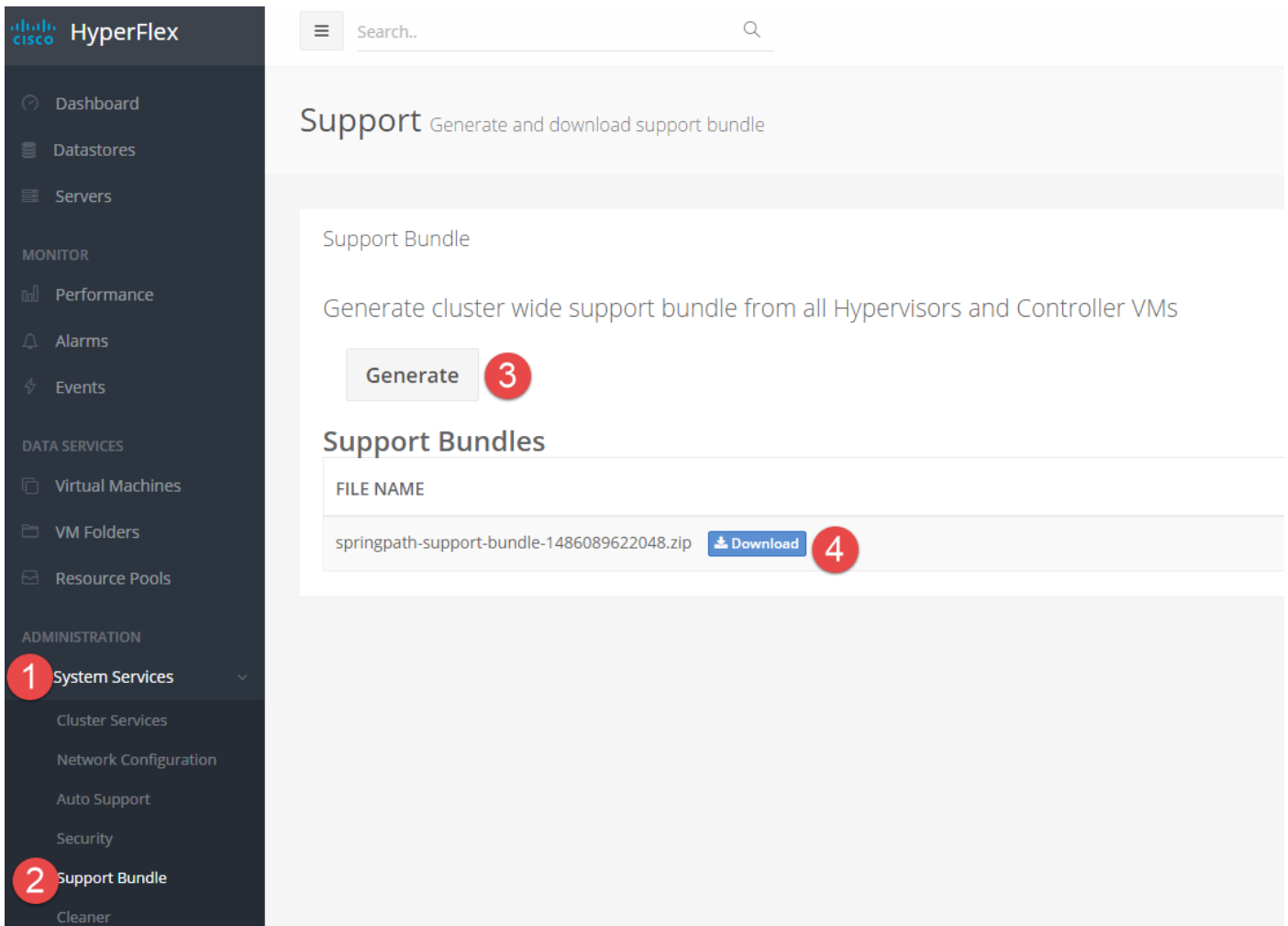
- Support
- Summary
- Upgrade



Hyperflex集群UI方法(前版本2.5)

要访问此UI，请导航对[https:// {stctlvm mgmt ip} /ui](https://{stctlvm mgmt ip} /ui)

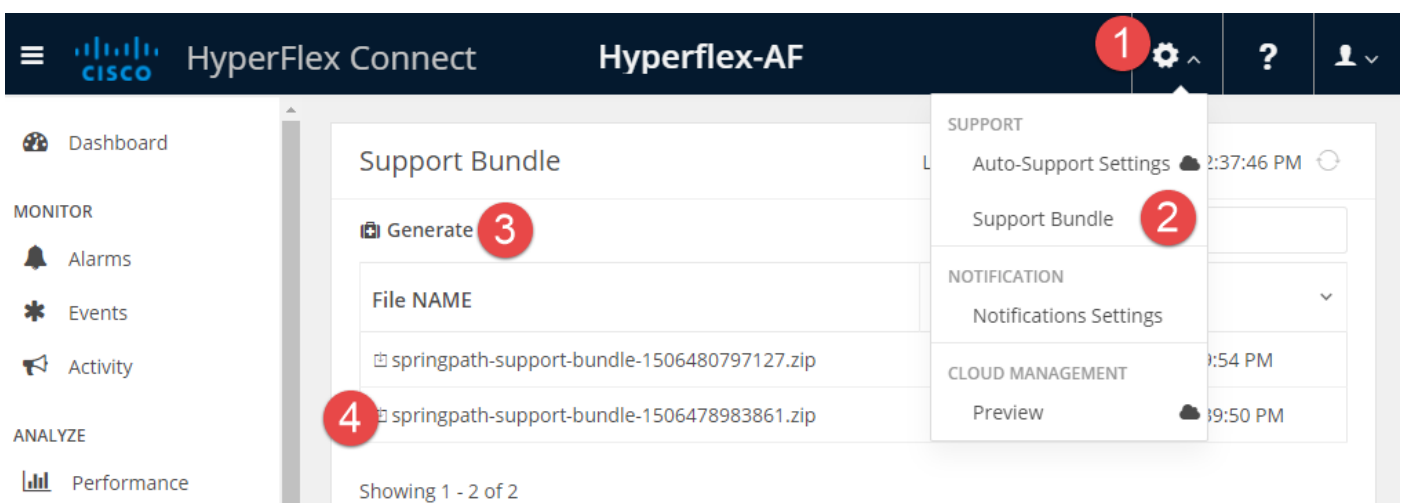
stctlvm =存储设备控制器VM



Hyperflex集群UI方法(版本2.5和以上)

要访问此UI，请导航对<https:// {stctlvm mgmt ip}>

stctlvm = 存储设备控制器VM



Hyperflex团星CLI方法

一旦登陆到有SSH客户端的一个存储设备控制器，您可以运行给的命令生成tech-support文件。以后它可以复制与SFTP客户端。

```

root@SpringpathController0FDF9RNMJK:~# storfs-support
2017-04-28 05:24:18,505 - Storfs-Support - INFO -
2017-04-28 05:24:18,505 - Storfs-Support - INFO -
2017-04-28 05:24:18,505 - Storfs-Support - INFO - Initiating support generation...
2017-04-28 05:24:18,506 - Storfs-Support - INFO -
2017-04-28 05:24:18,506 - Storfs-Support - INFO -
2017-04-28 05:24:18,506 - Storfs-Support - INFO - Generating support archive. This may take some
time...
2017-04-28 05:24:18,506 - Storfs-Support - INFO -
2017-04-28 05:24:18,506 - Storfs-Support - INFO -
2017-04-28 05:24:18,507 - Storfs-Support - INFO - STORFS_RUNTIMEDIR: /tmp
2017-04-28 05:24:18,507 - Storfs-Support - INFO - STORFS_SOURCEDIR:
2017-04-28 05:24:18,507 - Storfs-Support - INFO - STORFS_SUPPORT_TARGETDIR: /var/support
2017-04-28 05:24:18,507 - Storfs-Support - INFO - STORFS_INSTALLDIR:
/opt/springpath/storfs-support
2017-04-28 05:24:18,507 - Storfs-Support - INFO - STORFS_LOGDIR: /var/log
2017-04-28 05:24:18,507 - Storfs-Support - INFO - STORFS_ASUPDIR: /var/log/asup
2017-04-28 05:24:18,507 - Storfs-Support - INFO - STORFS_COREDIR: /var/core
2017-04-28 05:24:18,507 - Storfs-Support - INFO - STORFS_TOOLS DIR:
/opt/springpath/storfs-support
2017-04-28 05:24:18,507 - Storfs-Support - INFO - STORFS_BUILDDIR:
2017-04-28 05:24:18,507 - Storfs-Support - INFO - STORFS_TOOLSEXEDIR:
/opt/springpath/storfs-core

```

此CLI移动，直到所有文件被搜集，

当tech-support套件finished时，CLI显示输出类似以下：

```

2017-04-28 05:31:57,692 - Storfs-Support - INFO - Support archive generated at:
/var/support/storfs-support_2017-04-28--05-24-18_SpringpathController0FDF9RNMJK.tar.gz
2017-04-28 05:31:57,692 - Storfs-Support - INFO - Removing directory...
/var/support/cmds_output
2017-04-28 05:31:57,694 - Storfs-Support - INFO -
2017-04-28 05:31:57,694 - Storfs-Support - INFO -
2017-04-28 05:31:57,694 - Storfs-Support - INFO - Adding file...
/var/support/storfs_support-20170428-052418.out
2017-04-28 05:31:57,698 - Storfs-Support - INFO - Removing file...
/var/support/storfs_support-20170428-052418.out
root@SpringpathController0FDF9RNMJK:~#

```

支持套件保存对/var/support。

```

root@SpringpathController0FDF9RNMJK:~# ls -lh /var/support
total 398M
drwxrwxrwx+ 3 root root 4.0K Apr 28 05:19 asup
-rw-rw-rw- 1 root root 398M Apr 28 05:31 storfs-support_2017-04-28--05-24-
18_SpringpathController0FDF9RNMJK.tar.gz
root@SpringpathController0FDF9RNMJK:~#

```

注意：使用CLI方法，局部存储器控制器的仅一个套件，生成。如果环境日志要求，这在各自的存储设备控制器必须手工运行。

这些也是使用的其它选项联机用storfs支持命令：

```

root@SpringpathController0FDF9RNMJK:~# ls -lh /var/support
total 398M
drwxrwxrwx+ 3 root root 4.0K Apr 28 05:19 asup
-rw-rw-rw- 1 root root 398M Apr 28 05:31 storfs-support_2017-04-28--05-24-
18_SpringpathController0FDF9RNMJK.tar.gz
root@SpringpathController0FDF9RNMJK:~#

```

--穿孔机

收集环境的性能数据。

--延长

它包含在支持套件的/var/core目录查找的内核文件。

Hyperflex平台安装程序UI方法

要访问此UI，请导航对<https:// {HX安装程序ip}>

登陆与凭证：

用户名：根

密码：Cisco123

