

收集Cisco的Hyperflex技术支持文件

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Contents](#)

[HyperFlex数据平台支持套件：vCenter网络客户端方法](#)

[HyperFlex数据平台支持套件：Hyperflex簇UI方法\(前版本2.5\)](#)

[HyperFlex数据平台支持套件：Hyperflex簇UI方法\(版本2.5和以上\)](#)

[HyperFlex数据平台支持套件：Hyperflex簇CLI方法](#)

[获取Hyperflex安装程序日志：Hyperflex平台安装程序UI方法](#)

[获取Hyperflex安装程序日志：Hyperflex平台安装程序CLI方法](#)

[获取VMware ESXi日志](#)

[获取VMware vCenter日志](#)

Introduction

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文件是故障排除流程的一个重要部分。

注意为有使用Cisco Intersight并且有UCS管理器和HyperFlex Connect被连接到Intersight的用户，Cisco TAC能收集UCS硬件或存贮控制器(storfs技术支持)文件，无需需要他们手工被加载。

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

本文不限于特定的硬件和软件版本。

Contents

Navigator

HyperFlex Cluster

Actions

vCenter Inventory L...

Getting Started

Summary

Mon

10.67.84.173

HyperFlex-DC

Actions - HyperFlex Cluster

Add Host...

Move Hosts into Cluster...

New Virtual Machine

New vApp

New Resource Pool...

Deploy OVF Template...

Restore Resource Pool Tree...

Storage

Host Profiles

Edit Default VM Compatibility...

Assign License...

Settings

Move To...

Rename...

Tags

Add Permission...

Alarms

Delete

All vRealize Orchestrator plugin Acti...

Cisco HX Data Platform

Support

Summary

Upgrade

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) feature (Distributed Resource Scheduler, DRS), and the Virtual Machine Monitoring (VMM) feature.

Host

Host: Add a new virtual machine

1

2

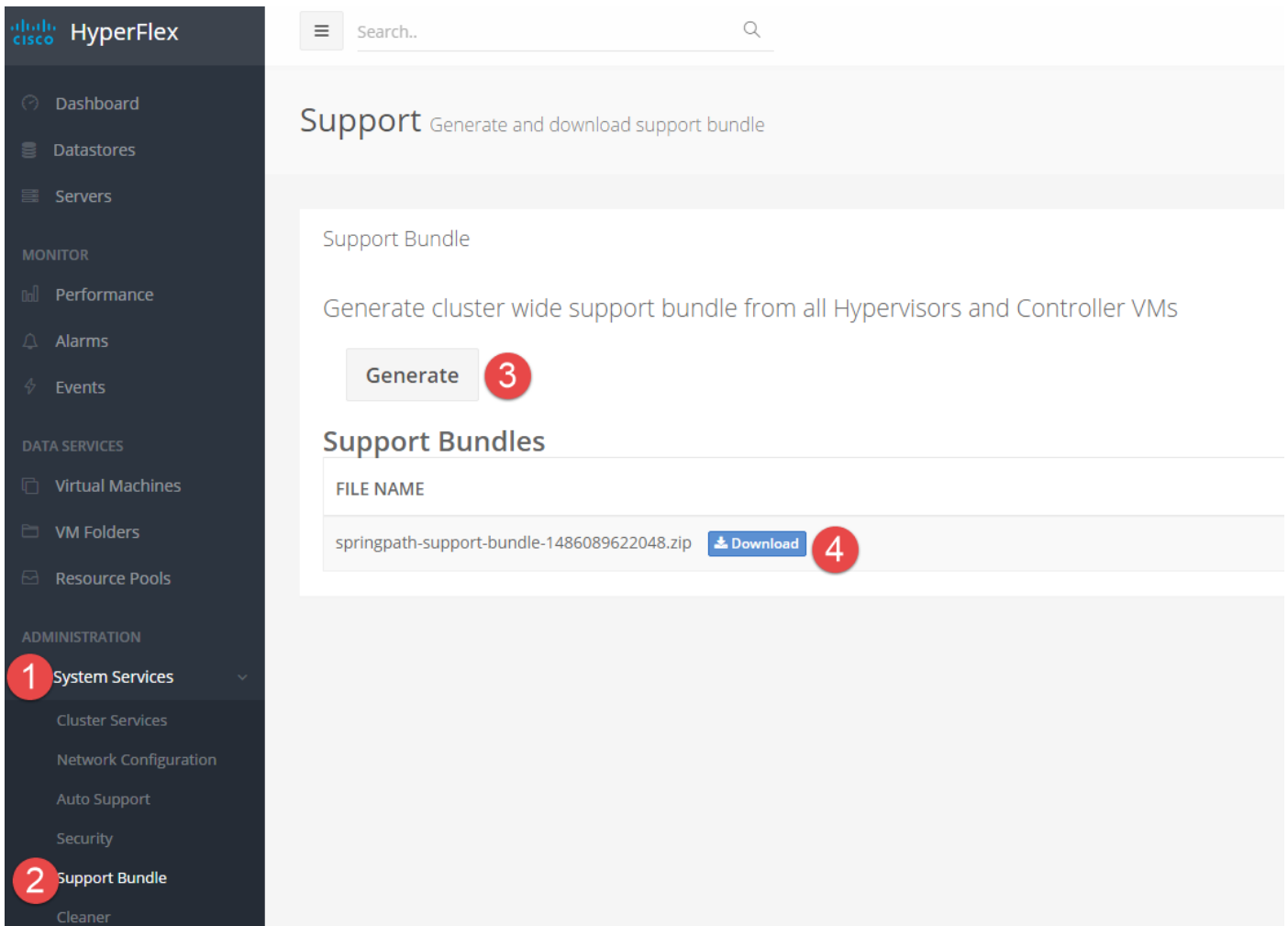
3



HyperFlex数据平台支持套件：Hyperflex簇UI方法(前版本2.5)

要访问此UI，请连接对<https://{stctlvm mgmt ip} /ui>

stctlvm =存储控制器VM

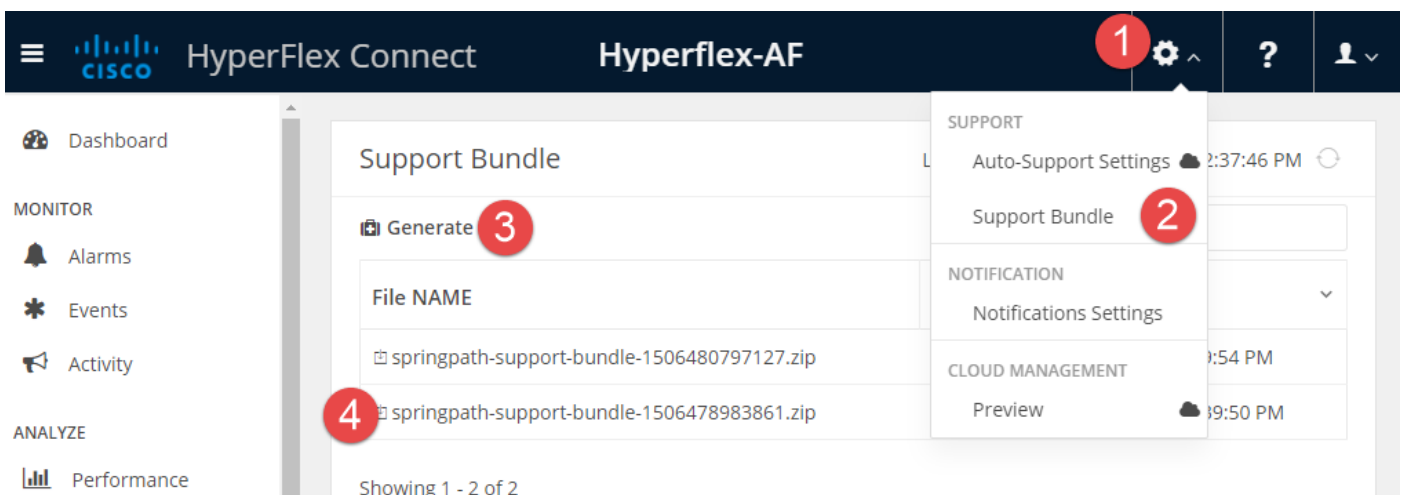


HyperFlex数据平台支持套件：Hyperflex簇UI方法(版本2.5和以上)

警告：除非运行缺陷一个修正版，例如Hyperflex 3.5(2c)或以后，由于[CSCvp58804](https://cisco.com/cisco/web/csc/CSCvp58804) Cisco TAC强烈建议避免日志集此方法。

要访问此UI，请连接对 `https:// {stctlvm mgmt ip}`

stctlvm = 存储控制器VM



HyperFlex数据平台支持套件：Hyperflex簇CLI方法

一旦登录到有SSH客户端的存储控制器，您可以运行特定命令生成tech-support文件。它可以以后复制与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
```

此直到所有文件的CLI移动被采集，

当tech-support套件完成时，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:~#
```

支持套件被保存对/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:~#
```

Note:使用CLI方法，局部存储器控制器的仅一个套件，生成。如果需要环境日志，这在各自的存储控制器必须手工运行。

这些也是可用的其它选项用storfs技术支持命令使用：

```
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

它包含位于在支持套件的/var/core目录的内核文件。

获取Hyperflex安装程序日志：Hyperflex平台安装程序UI方法

要访问此UI，请连接对<https:// {HX安装程序ip}>

登陆与证件：

username：根

password：Cisco123

