

配置Hyperflex自动技术支持

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Introduction

本文描述自动技术支持和聪明的Call Home Cisco Hyperflex系统的。

您能配置HX存贮簇发送关于描述的事件的自动化的电子邮件通知。在通知收集的数据可以用于帮助排除在您的HX存贮簇的问题故障。

Prerequisites

Requirements

Cisco 建议您了解以下主题：

- HXDP簇
- SMTP服务器
- HX连接

Components Used

本文档中的信息基于以下软件和硬件版本：

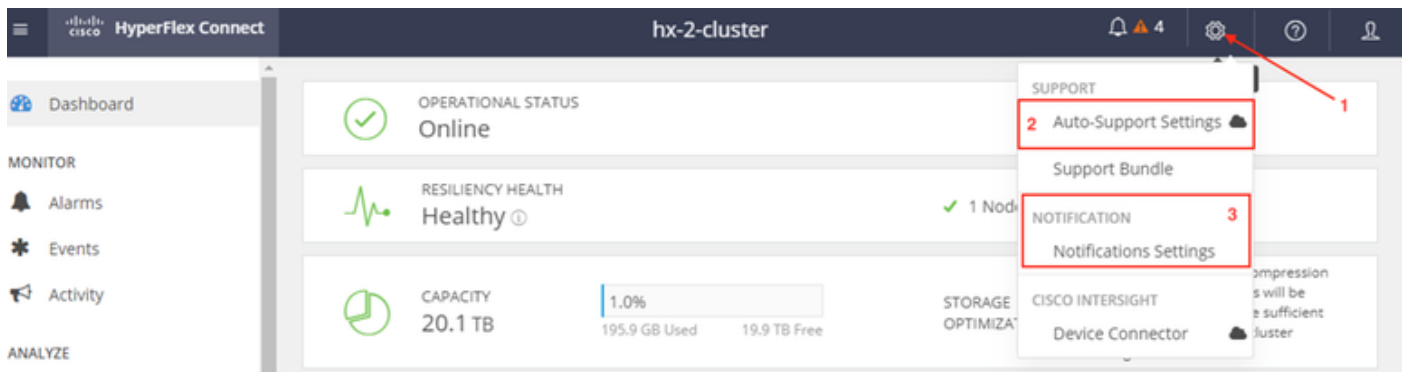
- HX簇版本3.0(1c)
- SMTP电子邮件服务器DNS

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. 如果您的网络处于活动状态，请确保您了解所有命令的潜在影响。

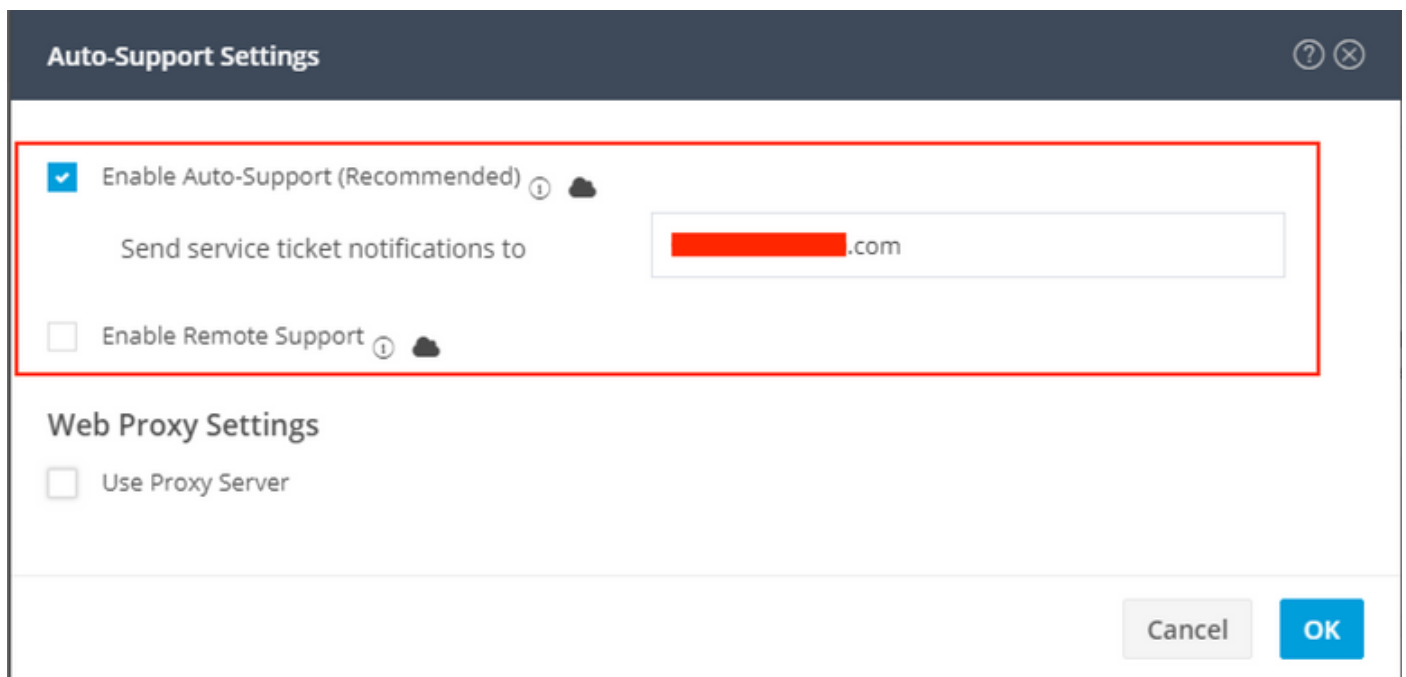
[配置](#)

通过HX配置连接UI

步骤1. HX的洛金连接。点击Edit设置(齿轮图标)如镜像所显示，并且选择自动支持设置。



步骤2. 点击自动支持设置并且配置参数。



Note: 如果您Enable (event)远程技术支持-它对您的HX存储簇的enable (event)访问由收集关于簇操作的信息的技术支持加速排除故障在报告的反常现象。

第 3 步：在横幅，请点击编辑设置(齿轮图标)然后检查通知设置。

Notifications Settings



Send email notifications for alarms

Mail Server Address

[REDACTED].com

From Address

HX-[REDACTED].com

Recipient List (Comma separated)

[REDACTED]@cisco.com

Cancel

OK

通过CLI配置

步骤1. Enable (event) ASUP通知。

```
# stcli服务asup enable (event)
```

步骤2.配置SMTP邮件服务器。

```
# stcli服务smtp集--smtp mailhost.eng.mycompany.com--fromaddress  
smtpnotice@mycompany.com
```

步骤3.添加接收电子邮件地址。

```
# stcli服务asup接收人补充说--接收人user1@mycompany.com user2@mycompany.com
```

```
root@SpringpathController7HNFK1BYQ4:~#  
root@SpringpathController7HNFK1BYQ4:~# stcli services asup enable  
root@SpringpathController7HNFK1BYQ4:~#  
root@SpringpathController7HNFK1BYQ4:~# stcli services smtp set --smtp [REDACTED].co.com --fromaddress HX-[REDACTED].co.com  
root@SpringpathController7HNFK1BYQ4:~#  
root@SpringpathController7HNFK1BYQ4:~# stcli services asup recipients add --recipients [REDACTED]@cisco.com [REDACTED]@cisco.com  
root@SpringpathController7HNFK1BYQ4:~#  
root@SpringpathController7HNFK1BYQ4:~# stcli cluster version  
Cluster version: 3.0(1c)  
Node hx-2-esxi-03 version: 3.0(1c)  
Node hx-2-esxi-04 version: 3.0(1c)  
Node hx-2-esxi-01 version: 3.0(1c)  
Node hx-2-esxi-02 version: 3.0(1c)  
root@SpringpathController7HNFK1BYQ4:~#
```

Verify

步骤1.登陆对SCVM簇IP并且从CLI运行此命令。

```

root@SpringpathController7HNFK1BYQ4:~#
root@SpringpathController7HNFK1BYQ4:~# stcli services asup show
recipientList:
[REDACTED].com
enabled: True
root@SpringpathController7HNFK1BYQ4:~# stcli services smtp show
smtpServer: [REDACTED].com
fromAddress: HX-[REDACTED].com
root@SpringpathController7HNFK1BYQ4:~# █

```

步骤2.运行命令sendasup -从SCVM的t，确认您为ASUP电子邮件看不到所有“故障消息”。

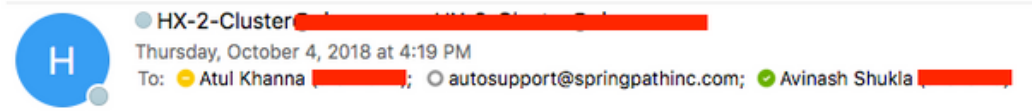
```

root@SpringpathController7HNFK1BYQ4:~#
root@SpringpathController7HNFK1BYQ4:~# sendasup -t
***** asup created, now consolidate and email: Args = -t
sendasup email_asup: arg from parent script:
Cluster-Name: hx-2-cluster
Cluster-Version: 3.0.1c-29681
Email - PrepareSubject command option : -t
Process command option : t
Subject with event type: HX Cluster: hx-2-cluster | test
ASUP_email_asup: non-Ping scenario
non-ping scenario - event without attachment target: default
SendMailWork---Arg-1 : /var/support/asup/email/cluster_body_1202d0099f0fb5a2:6a418293d93d8293.txt Arg-2 : [REDACTED]@cisco.com
[REDACTED]@cisco.com [REDACTED]@springpathinc.com Arg-3 :
Sending email for PING scenario: HX Cluster: hx-2-cluster | test | Version: 3.0.1c-29681 | ID: 1202d0099f0fb5a2:6a418293d93d8293 Content-Type=text/plain
Delete email tmp files
root@SpringpathController7HNFK1BYQ4:~# █

```

第 3 步：检查和确认您收到与ASUP包含关于簇状态的信息的测试电子邮件的电子邮件。

HX Cluster: hx-2-cluster | test | Version: 3.0.1c-29681 | ID: 1202d0099f0fb5a2:6a418293d93d8293



Content-Type=text/plain
User-Agent: s-nail v14.8.6

address: [REDACTED]

name: hx-2-cluster
state: online
uptime: 30 days 5 hours 48 minutes 16 seconds
activeNodes: 4 of 4
compressionSavings: 0.0%
deduplicationSavings: 0.0%
freeCapacity: 19.9T
healingInfo:
 inProgress: False
resiliencyDetails:
 current ensemble size:4
 # of caching failures before cluster shuts down:3
 minimum cache copies remaining:3
 minimum data copies available for some user data:3
 minimum metadata copies available for cluster metadata:3
 # of unavailable nodes:0
 # of nodes failure tolerable for cluster to be available:1
 health state reason:storage cluster is healthy.
 # of node failures before cluster shuts down:3
 # of node failures before cluster goes into readonly:3
 # of persistent devices failures tolerable for cluster to be available:2
 # of node failures before cluster goes to enospace warn trying to move the existing data:na
 # of persistent devices failures before cluster shuts down:3
 # of persistent devices failures before cluster goes into readonly:3
 # of caching failures before cluster goes into readonly:na
 # of caching devices failures tolerable for cluster to be available:2

resiliencyInfo:
 messages:
 Storage cluster is healthy.
 state: 1
 nodeFailuresTolerable: 1
 cachingDeviceFailuresTolerable: 2
 persistentDeviceFailuresTolerable: 2
 zoneResInfoList: None

spaceStatus: normal
totalCapacity: 20.1T
totalSavings: 0.0%
usedCapacity: 195.9G
clusterAccessPolicy: lenient
dataReplicationCompliance: compliant
dataReplicationFactor: 3

Troubleshoot

Step 1.检查在asup.cfg文件的配置。示例文件。

```
root@SpringpathController7HNFK1BYQ4:~#  
root@SpringpathController7HNFK1BYQ4:~# cd /opt/springpath/storfs-asup/  
root@SpringpathController7HNFK1BYQ4:/opt/springpath/storfs-asup# cat asup.cfg  
#  
# asup.cfg  
#  
STORFS_ASUP_VERSION=0.1  
STORFS_ASUP=/opt/springpath/storfs-asup  
STORFS_ASUP_COMMANDFILE=${STORFS_ASUP}/asup.commands  
ASUP_RECIPIENTS=autosupport@springpathinc.com  
root@SpringpathController7HNFK1BYQ4:/opt/springpath/storfs-asup# █
```

Step 2.如果看不到测试电子邮件收到或，如果看到故障，当测试被执行，请同时执行-tcpdump发现为什么也许失败，

示例tcpdump - SMTP端口号是25，因此请运行#tcpdump -v "端口25"

```
root@SpringpathController7HNFK1BYQ4:~#  
root@SpringpathController7HNFK1BYQ4:~# tcpdump -v "port 25"  
tcpdump: listening on eth0, link-type EN10MB (Ethernet), capture size 262144 bytes  
23:39:43.919480 IP (tos 0x0, ttl 64, id 14932, offset 0, flags [DF], proto TCP (6), length 60)
```

采样从工作SMTP tcp连接输出的电子邮件。

```
root@SpringpathController:~# tcpdump -v "port 25"
```

```
tcpdump: listening on eth0, link-type EN10MB (Ethernet), capture size 262144 bytes  
23:19:29.675676 IP (tos 0x0, ttl 64, id 32615, offset 0, flags [DF], proto TCP (6), length 60)  
SpringpathController.43728 > smtp: Flags [S], cksum 0x0eb4 (correct -> 0x30d2), seq 1145499023,  
win 29200, options [mss 1460,sackOK,TS val 653300456 ecr 0,nop,wscale 7], length 0  
23:19:29.718179 IP (tos 0x0, ttl 50, id 0, offset 0, flags [DF], proto TCP (6), length 60) smtp  
> SpringpathController.43728: Flags [S.], cksum 0x7b29 (correct), seq 3464669186, ack  
1145499024, win 28960, options [mss 1460,sackOK,TS val 3313859196 ecr 653300456,nop,wscale 7],  
length 0 23:19:29.718196 IP (tos 0x0, ttl 64, id 32616, offset 0, flags [DF], proto TCP (6),  
length 52) SpringpathController.43728 > smtp: Flags [.] , cksum 0x0eac (correct -> 0x1a26), ack  
1, win 229, options [nop,nop,TS val 653300467 ecr 3313859196], length 0 23:19:29.766871 IP (tos  
0x0, ttl 50, id 53925, offset 0, flags [DF], proto TCP (6), length 142) smtp >  
SpringpathController.43728: Flags [P.], cksum 0xeaal (correct), seq 1:91, ack 1, win 227,  
options [nop,nop,TS val 3313859245 ecr 653300467], length 90: SMTP, length: 90 220 cisco.com  
ESMTP Sendmail 8.15.2/8.15.2; Thu, 4 Oct 2018 23:19:29 GMT 23:19:29.766963 IP (tos 0x0, ttl 64,  
id 32617, offset 0, flags [DF], proto TCP (6), length 52) SpringpathController.43728 > smtp:  
Flags [.] , cksum 0x0eac (correct -> 0x198f), ack 91, win 229, options [nop,nop,TS val 653300479  
ecr 3313859245], length 0 23:19:29.767007 IP (tos 0x0, ttl 64, id 32618, offset 0, flags [DF],  
proto TCP (6), length 68) SpringpathController.43728 > smtp: Flags [P.], cksum 0x0ebc (correct -  
> 0xad5), seq 1:17, ack 91, win 229, options [nop,nop,TS val 653300479 ecr 3313859245], length  
16: SMTP, length: 16 EHLO localhost 23:19:29.809718 IP (tos 0x0, ttl 50, id 53926, offset 0,  
flags [DF], proto TCP (6), length 52) smtp > SpringpathController.43728: Flags [.] , cksum 0x1957  
(correct), ack 17, win 227, options [nop,nop,TS val 3313859287 ecr 653300479], length 0  
23:19:29.809843 IP (tos 0x0, ttl 50, id 53927, offset 0, flags [DF], proto TCP (6), length 278)  
smtp > SpringpathController.43728: Flags [P.], cksum 0xf21f (correct), seq 91:317, ack 17, win  
227, options [nop,nop,TS val 3313859287 ecr 653300479], length 226: SMTP, length: 226 250-  
smtp.cisco.com Hello [172.16.67.141], pleased to meet you 250-ENHANCEDSTATUSCODES 250-PIPELINING  
250-EXPN 250-VERB 250-8BITMIME 250-SIZE 33554432 250-DSN 250-ETRN 250-STARTTLS 250-DELIVERBY 250  
HELP 23:19:29.809907 IP (tos 0x0, ttl 64, id 32619, offset 0, flags [DF], proto TCP (6), length  
88) SpringpathController.43728 > smtp: Flags [P.], cksum 0x0ed0 (correct -> 0x37fb), seq 17:53,  
ack 317, win 237, options [nop,nop,TS val 653300490 ecr 3313859287], length 36: SMTP, length: 36  
MAIL FROM:<HX-Cluster@cisco.com> 23:19:29.891867 IP (tos 0x0, ttl 50, id 53928, offset 0, flags  
[DF], proto TCP (6), length 52) smtp > SpringpathController.43728: Flags [.] , cksum 0x17f3  
(correct), ack 53, win 227, options [nop,nop,TS val 3313859370 ecr 653300490], length 0
```

23:19:29.891885 IP (tos 0x0, ttl 64, id 32620, offset 0, flags [DF], proto TCP (6), length 159) SpringpathController.43728 > smtp: Flags [P.], cksum 0x0f17 (correct -> 0x6d30), seq 53:160, ack 317, win 237, options [nop,nop,TS val 653300510 ecr 3313859370], length 107: SMTP, length: 107 RCPT TO:<email1@cisco.com> RCPT TO:<autosupport@springpathinc.com> RCPT TO:<email2@cisco.com>
DATA 23:19:29.926710 IP (tos 0x0, ttl 50, id 53929, offset 0, flags [DF], proto TCP (6), length 101) smtp > SpringpathController.43728: Flags [P.], cksum 0x8bed (correct), seq 317:366, ack 53, win 227, options [nop,nop,TS val 3313859404 ecr 653300490], length 49: SMTP, length: 49 250 2.1.0 <HX-Cluster@cisco.com>... Sender ok 23:19:29.934244 IP (tos 0x0, ttl 50, id 53930, offset 0, flags [DF], proto TCP (6), length 52) smtp > SpringpathController.43728: Flags [P.], cksum 0x1719 (correct), ack 160, win 227, options [nop,nop,TS val 3313859412 ecr 653300510], length 0
23:19:29.965252 IP (tos 0x0, ttl 64, id 32621, offset 0, flags [DF], proto TCP (6), length 52) SpringpathController.43728 > smtp: Flags [P.], cksum 0x0eac (correct -> 0x1704), ack 366, win 237, options [nop,nop,TS val 653300529 ecr 3313859404], length 0 23:19:30.007490 IP (tos 0x0, ttl 50, id 53931, offset 0, flags [DF], proto TCP (6), length 257) smtp > SpringpathController.43728: Flags [P.], cksum 0x85af (correct), seq 366:571, ack 160, win 227, options [nop,nop,TS val 3313859485 ecr 653300529], length 205: SMTP, length: 205 250 2.1.5 <email1@cisco.com>... Recipient ok 250 2.1.5 <autosupport@springpathinc.com>... Recipient ok 250 2.1.5 <email2@cisco.com>... Recipient ok 354 Enter mail, end with "." on a line by itself
23:19:30.007516 IP (tos 0x0, ttl 64, id 32622, offset 0, flags [DF], proto TCP (6), length 52) SpringpathController.43728 > smtp: Flags [P.], cksum 0x0eac (incorrect -> 0x15d4), ack 571, win 245, options [nop,nop,TS val 653300539 ecr 3313859485], length 0 23:19:30.007541 IP (tos 0x0, ttl 64, id 32623, offset 0, flags [DF], proto TCP (6), length 82) SpringpathController.43728 > smtp: Flags [P.], cksum 0x0eca (incorrect -> 0x8563), seq 160:190, ack 571, win 245, options [nop,nop,TS val 653300539 ecr 3313859485], length 30: SMTP, length: 30 From: HX-Cluster@cisco.com 23:19:30.007591 IP (tos 0x0, ttl 64, id 32624, offset 0, flags [DF], proto TCP (6), length 1500) SpringpathController.43728 > smtp: Flags [P.], cksum 0x1454 (incorrect -> 0xc6bf), seq 190:1638, ack 571, win 245, options [nop,nop,TS val 653300539 ecr 3313859485], length 1448: SMTP, length: 1448 Date: Thu, 04 Oct 2018 23:19:29 +0000 To: user1@cisco.com, autosupport@springpathinc.com, user2@cisco.com Subject: HX Cluster: hx-cluster | test | Version: 3.0.1c-29681 | ID: 1202d0099f0fb5a2:6a418293d93d8293 Content-Type=text/plain User-Agent: s-nail v14.8.6 address: X.X.X.X name: hx-cluster state: online uptime: 30 days 5 hours 48 minutes 16 seconds activeNodes: 4 of 4 compressionSavings: 0.0% deduplicationSavings: 0.0% freeCapacity: 19.9T .. <EMAIL Output Truncate > 23:19:30.050129 IP (tos 0x0, ttl 50, id 53933, offset 0, flags [DF], proto TCP (6), length 52) smtp > SpringpathController.43728: Flags [P.], cksum 0x0fdf (correct), ack 1638, win 249, options [nop,nop,TS val 3313859528 ecr 653300539], length 0
23:19:30.092223 IP (tos 0x0, ttl 50, id 53934, offset 0, flags [DF], proto TCP (6), length 52) smtp > SpringpathController.43728: Flags [P.], cksum 0x0dfe (correct), ack 2043, win 272, options [nop,nop,TS val 3313859570 ecr 653300550], length 0 23:19:30.101680 IP (tos 0x0, ttl 50, id 53935, offset 0, flags [DF], proto TCP (6), length 108) smtp > SpringpathController.43728: Flags [P.], cksum 0x836b (correct), seq 571:627, ack 2043, win 272, options [nop,nop,TS val 3313859579 ecr 653300550], length 56: SMTP, length: 56 250 2.0.0 w94NJTiv013119 Message accepted for delivery 23:19:30.101719 IP (tos 0x0, ttl 64, id 32626, offset 0, flags [DF], proto TCP (6), length 58) SpringpathController7HNFK1BYQ4.43728 > smtp: Flags [P.], cksum 0x0eb2 (incorrect -> 0x6609), seq 2043:2049, ack 627, win 245, options [nop,nop,TS val 653300563 ecr 3313859579], length 6: SMTP, length: 6 QUIT 23:19:30.144067 IP (tos 0x0, ttl 50, id 53936, offset 0, flags [DF], proto TCP (6), length 108) smtp > SpringpathController.43728: Flags [P.], cksum 0xcba6 (correct), seq 627:683, ack 2049, win 272, options [nop,nop,TS val 3313859622 ecr 653300563], length 56: SMTP, length: 56 221 2.0.0 rcdn-core2-2-r6.cisco.com closing connection