

## Сбор логов AutoSupport

с массивов Dell EMC Data Domain

### Затронутые конфигурации

Dell EMC Data Domain

### Особенности, замечания

Domain

AutoSupport

Data

(

TLS).  
AutoSupport

AutoSupport

### Пересылка AutoSupport

Dell EMC Data Domain

1

AutoSupport,

AutoSupport

Data Domain.

```
AutoSupport
SSH      Data Domain
# autosupport send <email address>
```

2

AutoSupport
SSH Data Domain

# autosupport send

web-

## Копирование AutoSupport через Data Domain web-интерфейс для DD OS 5.7 или старше

Data Domain, web-

1 IP - Data Domain

2 Maintenance > Support > Autosupport

3 Autosupport reports  
autosupport

4

EMC Data Domain System Manager

Maintenance Support

Support

Autosupport Support Bundles

EMC Support

Scheduled auto support: Enabled Disable

Real-time alert: Enabled Disable

Channel: Email to datadomain.com Configure

Methods: Autosupport and daily alert summary to autosupport@autosupport.datadomain.com. Real-time alert to autosupport-alert@autosupport.datadomain.com.

Autosupport Mailing List

Subscribers Configure

autosupport@autosupport.datadomain.com

Autosupport Reports

File Name	Size	Last Modified
autosupport_13	2 MB	Thu Feb 04 11:58:20 GMT+530 2016
autosupport_12	2 MB	Fri Feb 05 11:58:24 GMT+530 2016
autosupport_11	2 MB	Sat Feb 06 11:58:29 GMT+530 2016
autosupport_10	3 MB	Sun Feb 07 11:57:53 GMT+530 2016
autosupport_9	2 MB	Mon Feb 08 11:57:50 GMT+530 2016
autosupport_8	2 MB	Tue Feb 09 11:57:56 GMT+530 2016
autosupport_7	2 MB	Tue Feb 09 21:40:59 GMT+530 2016
autosupport_6	2 MB	Wed Feb 10 11:58:04 GMT+530 2016
autosupport_5	2 MB	Thu Feb 11 11:58:07 GMT+530 2016
autosupport_4	2 MB	Fri Feb 12 11:58:01 GMT+530 2016
autosupport_3	2 MB	Sat Feb 13 11:58:07 GMT+530 2016
autosupport_2	3 MB	Sun Feb 14 11:58:09 GMT+530 2016
autosupport_1	2 MB	Mon Feb 15 11:58:17 GMT+530 2016
autosupport	2 MB	Tue Feb 16 11:58:15 GMT+530 2016

## Копирование через DD web-интерфейс для версии DD OS 5.6 или раньше

Data Domain, web-

1 IP - Data Domain

2 Maintenance > Support > Autosupport

3 Autosupport reports  
autosupport

4

Status Data Management Replication Hardware System Settings Maintenance

DD Network DD7200-2.09w

Support

Autosupport Support Bundles

Vendor Support

Notification Status: Enabled Disable

Email: autosupport@autosupport.datadomain.com

Autosupport Mailing List

Subscribers Configure

mateusz.buyner@elecom.pl  
gonzalo.munizelio@elecom.com

Autosupport Reports

File Name	Size	Last Modified
Autosupport	2 MB	Tue Feb 16 12:27:57 GMT+530 2016
Autosupport_1	2 MB	Mon Feb 15 12:27:45 GMT+530 2016
Autosupport_2	5 MB	Sun Feb 14 12:28:50 GMT+530 2016
Autosupport_3	2 MB	Sat Feb 13 12:27:50 GMT+530 2016
Autosupport_4	2 MB	Mon Feb 12 12:27:57 GMT+530 2016

Total Number of Autosupport Reports: 14

## Выгрузка AutoSupport с Data Domain по протоколу FTP на Windows ПК

Data Domain, web-

FTP DD CLI

- 1 # adminaccess ftp enable
- 2 # adminaccess add ftp \*
- 3 : cmd
- 4 : cd \
- 5 : md temp
- 6 : cd temp
- 7 FTP Data Domain: *ftp <ip address or host name>*
- 8 sysadmin
- 9 FTP : cd support
- 10 FTP : get autosupport
- 11 FTP : bye

## Скачивание пакета логов по NFS

- 1 NFS nfs enable.  
*NFS server is already enabled*
- 2 nsf show clients
- 3 NFS /ddvar/support NFS  
*/ddvar/support*  
nfs add /ddvar/support <IP адрес клиента>
- 4 /ddvar/support
- 5 nfs add /ddvar/support \*  
NFS /ddvar/support D.D.
- 6 mkdir /root/mnt  
\$ mount 1.2.3.4:/ddvar/support /root/mnt
- 7 \$ ls -l /root/mnt  
\$ cp /root/mnt/autosupport /tmp

## Скачивание пакета логов с использованием CIFS

- 1 CIFS cifs enable:  
**# cifs enable**  
The filesystem is enabled and running.  
Starting CIFS access...
- 2 # cifs share show  
Shares information for: all shares  
----- share backup -----  
path:/data/coll/backup  
clients: \*  
enabled: yes  
Shares displayed: 1
- 3 /ddvar CIFS, IP- CIFS:  
**# cifs share create ddvar path /ddvar clients 9.8.7.6**  
Share "ddvar" has been created.
- 4 CIFS:  
**# cifs share create ddvar path /ddvar clients \***  
Share "ddvar" has been created.
- 5 CIFS /ddvar, CIFS:  
**# cifs share modify ddvar clients 9.8.7.6**  
Share "ddvar" is modified for new connections.
- 6 CIFS DD.
- 7 support.
- 8

## Скачивание пакета логов с использованием SCP

1 DD SCP  
admin@access.show

```
# adminaccess show
```

Service	Enabled	Allowed Hosts
ssh	yes	-
scp	yes	(same as ssh)

2 DD SCP,

```
# adminaccess enable scp  
SCP Access: enabled
```

4 SCP, Linux:

```
$ scp sysadmin@1.2.3.4:/ddvar/support/datadomain-support-bundle-0825053311.tar.gz ./  
Data Domain OS  
Password:  
autosupprt 100% 2MB 1.7MB/s 21:31
```