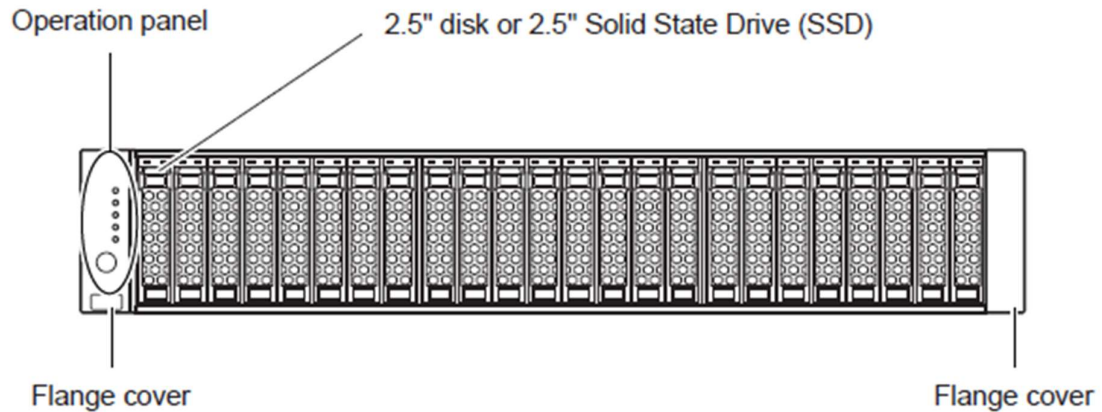# User Guide How to Collect Log on ETERNUS DX60S2/DX80S2/90S2

1. **Controller Module**

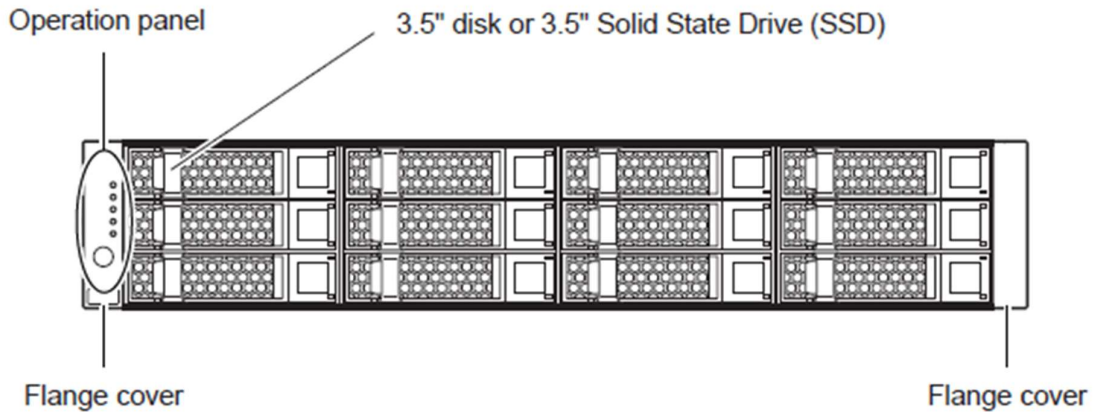   **1.1 Front View**

2.5" type

### Figure 1.1 Front view of a 2.5" type controller enclosure

Operation panel   2.5" disk or 2.5" Solid State Drive (SSD)

Flange cover   Flange cover

3.5" type

Figure 1.2 Front view of a 3.5" type controller enclosure

Operation panel   3.5" disk or 3.5" Solid State Drive (SSD)

Flange cover   Flange cover

1.2 Rear View

Single-controller type

Figure 1.3   Rear view of a controller enclosure (single-controller type)


Controller (CM#0)   Cover

Power supply unit (PSU#0)   Power supply unit (PSU#1)
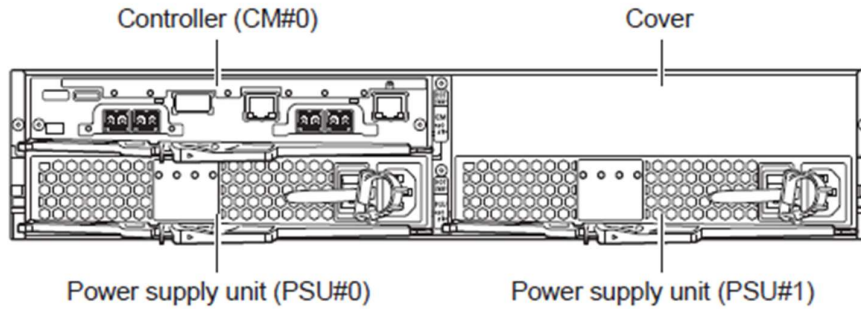
Dual-controller type

Figure 1.4   Rear view of a controller enclosure (dual-controller type)

Controller (CM#0)   Controller (CM#1)

Power supply unit (PSU#0)   Power supply unit (PSU#1)
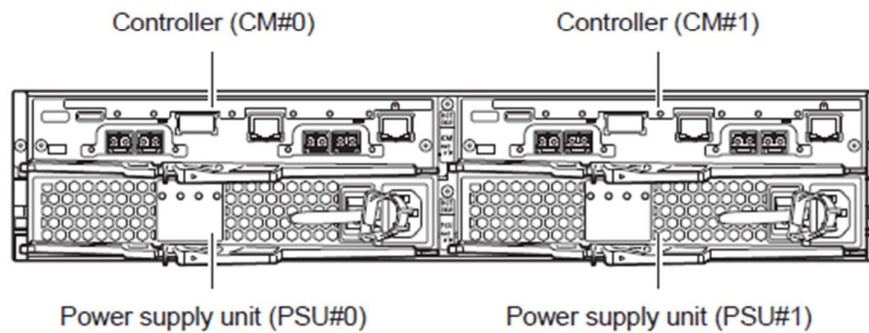
2. **Connect the LAN cable for management**

    Connect the LAN cable connectors to the MNT port of the controller 0 (CM#0) and controller 1 (CM#1) for the ETERNUS DX60S2/80S2/90S2 to the management PC or laptop.
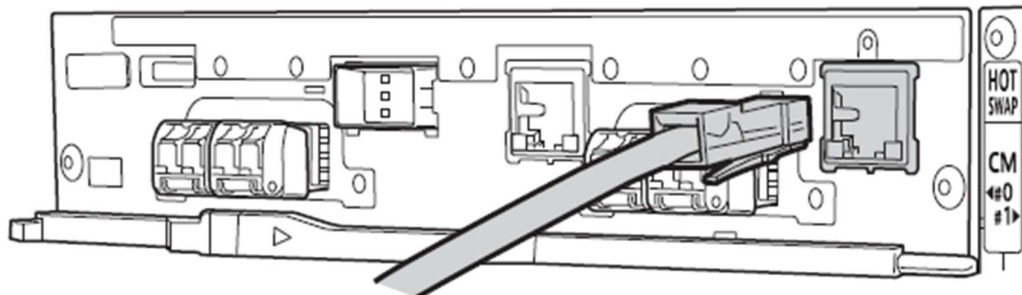
3. Login and Logout

3.1 Login

Log in to GUI to start the operation. The GUI operation screen appears. The menu that is displayed depends on the role that is applied for the user account.

The procedure for logging in is as follows:
1) Enter "http://IP address of the storage system/" to the address bar in the web browser.
   Default IP address for ETERNUS DX60S2/80S2/90S2 : 192.168.1.1

   Note.
   For web browser, it is recommended to using internet explorer

   The login screen for GUI is displayed.

2) Click the [Option] button in the login screen, and select the language (English or Japanese)
3) Enter the User ID and Password, and click the [Login] button.
   The User ID and the Password vary depending on which account is being used to log in.
   By default, **User ID: root Password: root**

1.1.1 Logout

The procedure for logging out is as follows:
1) Click the [Logout] link on the top right of the screen.
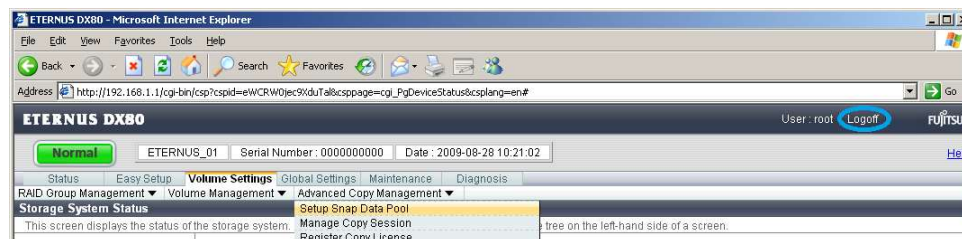
2) Click the [OK] button.

4. Collet Log

4.1 Export Log

Collect log if from external view and internal view there is an abnormality condition.

The procedure for collect log is as follows:
1) Access web gui eternus
   Already explained in section 3 – Login and Logut

2) Click the [System] tab

3) Click [Event/Dump] menu

4) In [Action] tab click the [export/delete log] then choose Export (without change any parameter)

5) Click the [OK] button

The log is exported.
After exporting log completes, a dialog box to download the log file appears.

6) Click the [Download] button to save the exported log.
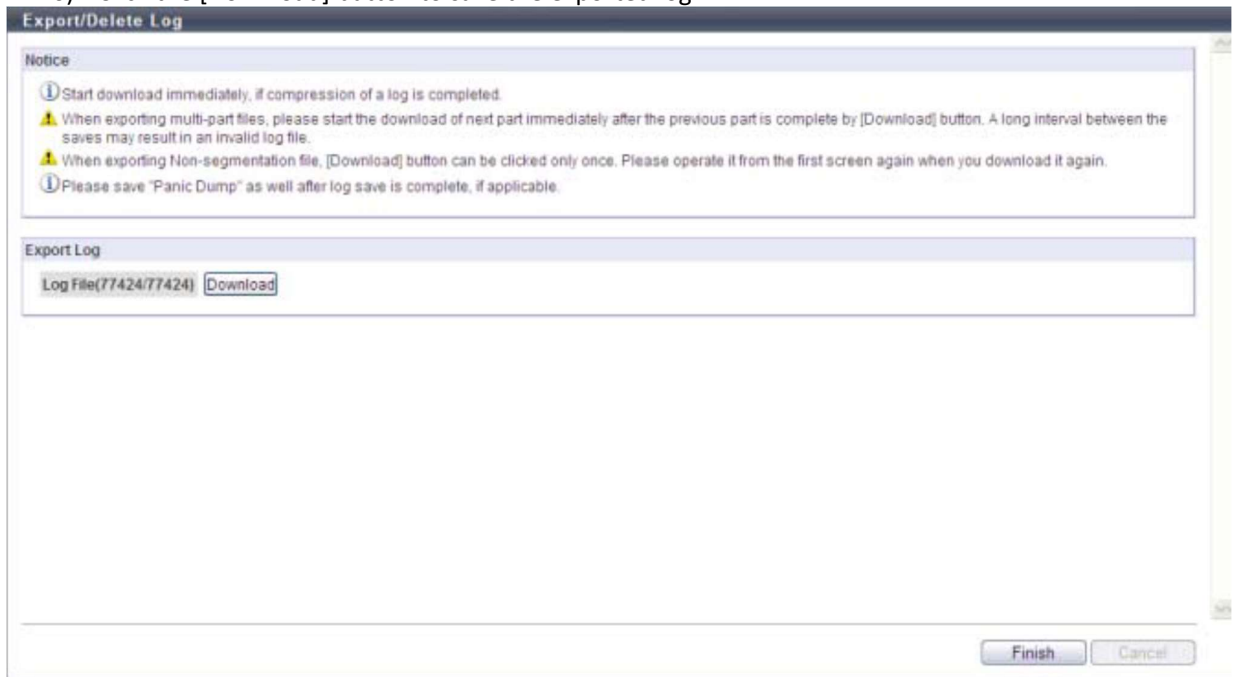
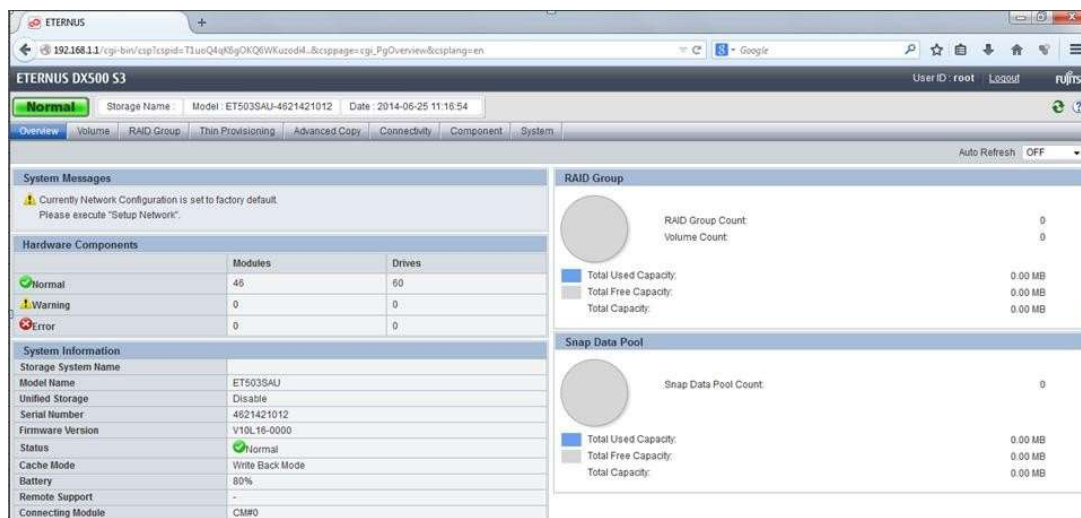The default file name is "logXX. zlg" (XX: Current number of files (01-)).
→ If the log file is segmented, download and save the next segment (save all the   segmented files).

7) Click the [Finish] button to return to the [Display Event Log] screen.

4.2 Send the Log

Send information Log *.zlg and Print Screen GUI Overview Page

📄 Log_4601901061_2021-04-27_11-44-44.zlg

Send the log to FID Support	

1.	After Eternus logs has been collected, send the log to Fujitsu Indonesia as described below
	
	    a. Send via email maximum 5MB
	
	        email : callcenter.fid@fujitsu.com
	        subject : [Customer Name] – [Model Name_SN] – [Problem_Description]
	
	        if the log >5MB, send via web

2.	b. Send via ftp web
	
	      i. Create archive (.zip / .rar) and rename the log to
	           Filename : [Customer Name]-[ModelName_SN]-[date and time].zlg
	
	      ii. Open browser, and open url
	           url : https://find-service.co.id/S3/external/pages/landing_ftp.php
	           User / password : ftpfid / fid+yyymmdd (ex. fid20210427)