# 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



# 3.5" type







#### 1.2 Rear View

## Single-controller type

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



# Dual-controller type





#### 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.

| ETER | RNUS DX9              | 0 S2                |             |   |
|------|-----------------------|---------------------|-------------|---|
|      | -                     |                     |             |   |
|      | NAME :<br>Serial No : | PM#14<br>4521103014 |             |   |
| U    | ser ID :              |                     |             |   |
| P    | assword :             |                     |             |   |
| н.   |                       | Logir               | n Option >> | U |

- 2) Click the [Option] button in the login screen, and select the language (English or Japanese)
- 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.

| 🚈 ETERNUS DX80 - Microsoft Internet Explorer  |   |
|---|---|
| <u>File Edit View Favorites Iools Help</u>  |   |
| 🔇 Back 🔹 🕥 - 📓 💈 🏠 🔎 Search 🤺 Favorites  🔗 - 😓 🔜 🦓  |   |
| Address 🔄 http://192.168.1.1/cgi-bin/csp?cspid=eWCRW0jec9XduTal&csppage=cgi_PgDeviceStatus&csplang=en   | # 🔁 🚱                                   |
| ETERNUS DX80  | User: root Logoff Fujitsu               |
| Normal         ETERNUS_01         Serial Number : 0000000000         Date : 2009-08-28 10-27  | 1:02 Hel                                |
| Status Easy Setup Volume Settings Global Settings Maintenance Diagnosis<br>RAID Group Management ▼ Volume Management ▼ Advanced Copy Management ▼ |   |
| Storage System Status Setup Snap Data Pool This screen displays the status of the storage system, Manage Copy Session Register Copy License       | tree on the left-hand side of a 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)

| Please download log file within five minutes after exporting the log.      xport Option      Specify Time Range Oves Ovo Clast 24 hours     Start Time Year 2011 - Month 11 - Day 10 Hour O Minute O Second O     End Time Year 2011 - Month 11 - Day 30 Hour 23 Minute 59 Second 59 Include I/O Module log Oves Ovo     Log File Size Ovion-segmentation O4 27MB O1.44MB (Floppy Disk) O640KB (E-Mail)     Delete of Customer Information Oves Ovo   | tice                      |                       |                       |               |                |           |           |   |
|---|---------------------------|-----------------------|-----------------------|---------------|----------------|-----------|-----------|---|
| Specify Time Range         Over One O Last 24 hours           Start Time         Year (2011)         - Month 11         - Day 10         Hour 0         Minute 0         Second 0           End Time         Year (2011)         - Month 11         - Day 30         Hour 23         Minute 59         Second 59           Include I/O Module log         Over Second 59         Over Second 59         Over Second 59         Minute 59         Second 59           Log File Size         ONon-segmentation 04.27MB 01.44MB (Floppy Disk) 0640KB (E-Mail)         Oce Mail         Oce Mail  | DPlease download log file | within five minutes a | ifter exporting the k | og.           |                |           |           | 1 |
| Start Time         Year [2011]         - Month         11         - Day 10         Hour 0         Minute 0         Second 0           End Time         Year [2011]         - Month         11         - Day 30         Hour 23         Minute 59         Second 59           Include I/O Module log         ©Yes ONo         On-segmentation O4.27MB O1.44MB (Floppy Disk) O540KB (E-Mail)         O540KB (E-Mail)  | port Option               |                       |                       |               |                |           |           |   |
| End Time         Year (2011         - Month:         11         - Day (30         Hour (23         Minute 59         Second (59)           Include I/O Module log         Oyes ONo         Oyes ONo         Oyes ONo         Ose (50)         Ose (50) | Specify Time Range        | OYes ONo O            | Last 24 hours         |               |                |           |           |   |
| Include I/O Module log            OYes ONo           Log File Size           ONon-segmentation O4.27MB O1.44MB (Floppy Disk) O640KB (E-Mail)  | Start Time                | Year 2011             | - Month: 11           | - Day 10      | Hour 0         | Minute 0  | Second 0  |   |
| Log File Size ONon-segmentation O4.27MB O1.44MB (Floppy Disk) O640KB (E-Mail)   | End Time                  | Year 2011             | - Month: 11           | - Day 30      | Hour 23        | Minute 59 | Second 59 |   |
|   | Include I/O Module log    | OYes ONo              |                       |               |                |           |           |   |
| Delete of Customer Information<br>⊙Yes ONo  | Log File Size             | Non-segment           | ntation O4.27MB       | D1.44MB (Flop | py Disk) O640H | (E-Mail)  |           |   |
|   | Delete of Customer Inform | ation OYes ONo        |                       |               |                |           |           |   |
|   |                           |                       |                       |               |                |           |           |   |
|   |                           |                       |                       |               |                |           |           |   |
|   |                           |                       |                       |               |                |           |           |   |
|   |                           |                       |                       |               |                |           |           |   |
|   |                           |                       |                       |               |                |           |           |   |
|   |                           |                       |                       |               |                |           |           |   |
|   |                           |                       |                       |               |                |           |           |   |
|   |                           |                       |                       |               |                |           |           |   |
|   |                           |                       |                       |               |                |           |           |   |
|   |                           |                       |                       |               |                |           |           |   |
|   |                           |                       |                       |               |                |           |           |   |
|   |                           |                       |                       |               |                |           |           |   |
|   |                           |                       |                       |               |                |           |           |   |

#### 5) Click the [OK] button

| liotice                    |                |  |  |
|----------------------------|----------------|--|--|
| ①Please download log file  | within five mi | Export/Delete Log  |  |
| Export Option              |                | Are you sure?  |  |
| Specify Time Range         | @Yes (         |  |  |
| Start Time                 | Year 20        |  |  |
| End Time                   | Year 21        | OK Cancel  |  |
| Include I/O Module log     | @Yes (         |  |  |
| Log File Size              | ONon-s         | segmentation O4.27MB O1.44MB (Floppy Disk) O640KB (E-Mail) |  |
| Delete of Customer Informa | tion Oves C    | DNo  |  |

#### The log is exported.

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



| Export/Delete Log  |  |
|--|--|
| lotice   |  |
| DStart download immediately, if compression of a log is con  | npieted.   |
| When exporting multi-part files, please start the download<br>saves may result in an invalid log file. | of next part immediately after the previous part is complete by [Download] button. A long interval between the |
| 4 When exporting Non-segmentation file, [Download] button  | can be clicked only once. Please operate it from the first screen again when you download it again.            |
| DPlease save "Panic Dump" as well after log save is comple   | ste, if applicable.  |
| Export Log   |  |
| Log File(77424/77424) Download   |  |
|  |  |
|  |  |
|  | Finish Cancel  |

The default file name is "logXX. zlg" (XX: Current number of files (01-)).  $\rightarrow$  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

| 🖉 🧑 ETERNUS  | <u>\</u> +   |  |  | - 0 <b>- X</b>          |
|--|--|--|--|-------------------------|
| 🗲 🕲 192.168.1.1/cgi-bin/csp?cspic                                  | d= T1usQ4qK5gOKQ6WKuzodi4_8cs  | page=cgi_PgOverview&csplang=en           | 🐨 🥂 🔂 - Google                               | ▶ ☆ 自 ♣ 余 ♥ 目           |
| ETERNUS DX500 S3   |  |  |  | UserID root Logout FUIT |
| Normal Storage Name  | Model ET503SAU-4621421012  | Date : 2014-06-25 11:16:54               |  | 9 0                     |
| Oveniew Volume RAID Grou   | D Thin Provisioning Advance  | d Copy Connectivity Component            | System                                       |                         |
| total and the state  | Provide a state of the state of | a solid a source starting a could be set | ajawa.                                       | Auto Refresh OFF        |
|  |  |  |  | Auto Reliesh OFF        |
| System Messages  |  |  | RAID Group                                   |                         |
| L Currently Network Configuration<br>Please execute "Setup Network |  |  | RAID Group Count<br>Volume Count             | 0                       |
| Hardware Components  |  |  | Volume Count                                 | 0                       |
|  | Modules  | Drives                                   |  | 1000                    |
| Normal   | 46   | 60                                       | Total Used Capacity,<br>Total Free Capacity, | 0.00 MB                 |
| Warning  | 0  | 0  | Total Capacity                               | 0.00 MB                 |
| GError   | 0  | 0  | Total Capacity.                              | 0.00 110                |
| System Information   |  |  | Snap Data Pool                               |                         |
| Storage System Name  |  |  |  |                         |
| Model Name   | ET503SAU   |  | Snap Data Pool Count                         | 0                       |
| Unified Storage  | Disatié<br>4621421012<br>V10L16-0000   |  |  |                         |
| Serial Number  |  |  |  |                         |
| Firmware Version   |  |  | Total Used Capacity                          |                         |
| Status   |  |  | Total Used Capacity.                         | 0.00 MB                 |
| Cache Mode   | Write Back Mode  |  |  |                         |
| Battery  | 80%  |  | Total Capacity:                              | 0.00 MB                 |
| Remote Support   | -  |  |  |                         |
| Connecting Module  | CM#0   |  |  |                         |



| Ser | id 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<br>email : <u>callcenter.fid@fujitsu.com</u><br>subject : [Customer Name] - [Model Name_SN] - [Problem_Description]<br>if the log >5MB, send via web   |
| 2.  | b. Send via ftp web  |
|     | <ul> <li>i. Create archive (.zip / .rar) and rename the log to<br/>Filename : [Customer Name]-[ModelName_SN]-[date and time].zlg</li> <li>ii. Open browser, and open url<br/>url : <u>https://find-service.co.id/S3/external/pages/landing_ftp.php</u><br/>User / password : ftpfid / fid+yyymmdd (ex. fid20210427)</li> </ul> |