## 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.

ERNUS DX9	0 52	
NAME : Serial No :	PM#14 4521103014	
User ID :		
Password :		Ontion >>
	ERNUS DX9	NAME :         PM#14           Serial No :         4521103014           User ID :

- 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	
Eile Edit View Favorites Iools Help	1
🔇 Back + 🕥 - 😰 🐔 🔎 Search 🔧 Favorites 🤣 🍃 💺 🎇	
Address 🔄 http://192.168.1.1/cgi-bin/csp?cspid=eWCRW0jec9XduTal&csppage=cgi_PgDeviceStatus&csplang=en#	💌 🔁 Go
ETERNUS DX80	User:root Logoff Fujirsu
Normal ETERNUS_01 Serial Number : 0000000000 Date : 2009-08-28 10:21:02	Heir
Status Easy Setup Volume Settings Global Settings Maintenance Diagnosis	
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	tree on the left-hand side of a screen.
Perister Convi i rense	

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)

Contraction and the second second							
①Please download log file	within five minutes a	fter exporting the lo	og.				
port Option							
Specify Time Range	OYes ONo 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	OYes ONo						
Log File Size	Non-segment	ntation O4.27MB	1.44MB (Flop	py Disk) O640H	(B (E-Mail)		
Delete of Customer Informa	ation Oyes ONo						

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

liotice			
DPlease 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	regmentation O4.27MB O1.44MB (Floppy Disk) O640KB (E-Mail)	
Delete of Customer Informa	tion Oves C	No	

#### The log is exported.

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



Export/Delete Log	
lotice	
①Start download immediately, if compression of a log is completed.	
When exporting multi-part files, please start the download of next part immed saves may result in an invalid log file.	liately after the previous part is complete by [Download] button. A long interval between the
A When exporting Non-segmentation file, [Download] button can be clicked only	y once. Please operate it from the first screen again when you download it again.
Please save "Panic Dump" as well after log save is complete, 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

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S Beausa of our chick	an reading agoing an indeed a social	shale-rg-rgovernmespang-er	e e te	
ETERNUS DX500 S3				UserID:root Logout FUITS
Normal Storage Name	Model: ET503SAU-4621421012	2 Date : 2014-06-25 11:16:54		3 3
Quentew Walkime RAID Grou	un Thin Provisioning Advance	d Conv Connectivity Component 9	ustern.	
	a separate and a separate			Auto Rotrach OFF
				Auto Neitean Orr
System Messages			RAID Group	
L Currently Network Configuratio Please execute "Setup Networ	in is set to factory default. IC.		RAID Group Count	0
Hardware Components			Volume Count	0
	Modules	Drives		
Normal	46	60	Total Used Capacity.	0.00 MB
Warning	0	0	Total Canacity	0.00 MB
GError	0	0		0.00 mb
Surtam Information			Snap Data Pool	
Storage System Name				
Model Name	ET503SALJ		Span Data Pool Count	0
Unified Storage	Disable		Shap bala row soun.	*
Serial Number	4621421012			
Firmware Version	V10L16-0000			
Status	ONormal		Total Used Capacity.	0.00 MB
Cache Mode	Write Back Mode		Total Free Capacity	0.00 MB
Battery	80%		total capacity:	0.00 MB
Remote Support	-			
Consecutions Manhola	CMED			



Ser	nd 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 : <u>callcenter.fid@fujitsu.com</u> subject : [Customer Name] - [Model Name_SN] - [Problem_Description] 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 Filename : [Customer Name]-[ModelName_SN]-[date and time].zlg</li> <li>ii. Open browser, and open url url : <u>https://find-service.co.id/S3/external/pages/landing_ftp.php</u> User / password : ftpfid / fid+yyymmdd (ex. fid20210427)</li> </ul>