

USER'S GUIDE

How to collect log

For Eternus DX/AF Series S3 above

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Adapted	:
Reference Document	: Eternus WEB GUI - User's Guide (Setting) / P2X0-1270-03ENZ0

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1. Login

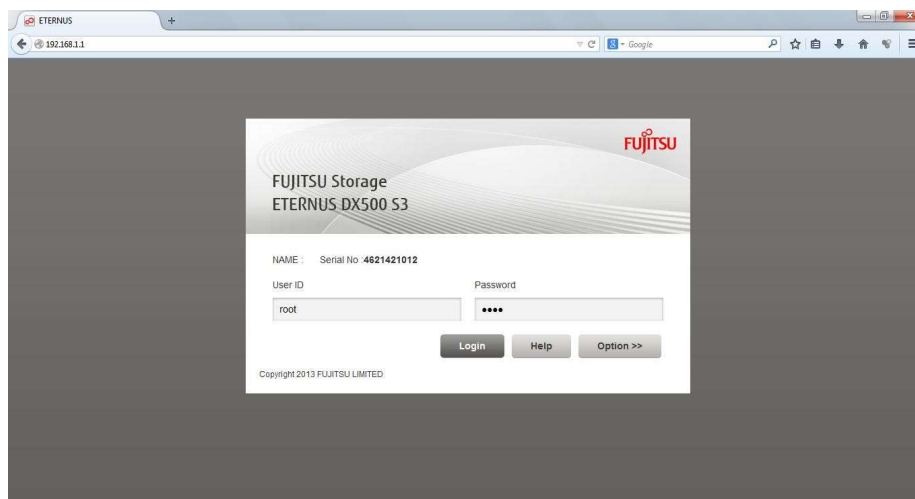
Login to Eternus WEB GUI

1. Open Web browser (Firefox / Internet Explorer)

[http://\[ip_address_storage\]](http://[ip_address_storage])

default information

- Port IP Address Default : MNT (DX100/DX200 Series), FST (DX500/DX600 Series)
- IP Address Default : 192.168.1.1
- User / Password Default : root / root



2. After successful login, the home page will shown like below

System Messages

Warning: Currently Network Configuration is set to factory default. Please execute "Setup Network".

Hardware Components	Modules	Drives
Normal	45	60
Warning	0	0
Error	0	0

System Information	
Storage System Name	
Model Name	ET503SAU
Unified Storage	Disable
Serial Number	4621421012
Firmware Version	V10L16-0000
Status	Normal
Cache Mode	Write Back Mode
Battery	80%
Remote Support	-
Connecting Module	CMM0

RAID Group

RAID Group Count: 0
Volume Count: 0

Total Used Capacity: 0.00 MB
Total Free Capacity: 0.00 MB
Total Capacity: 0.00 MB

Snap Data Pool

Snap Data Pool Count: 0

Total Used Capacity: 0.00 MB
Total Free Capacity: 0.00 MB
Total Capacity: 0.00 MB

2. Collect Log

Collect Log Eternus

1. Open [System] then [Event/Dump]

ETERNUS DX100 S4 User ID : root Logout

Normal Storage Name : Model : ET104AU-4601901061 Date : 2021-04-27 11:24:22

Overview Volume RAID Group Thin Provisioning Advanced Copy Connectivity Component **System**

System

Category	System	Action																				
<ul style="list-style-type: none"> Network Remote Support Key Management User Settings Eco-mode Event/Dump Audit Log Firmware Maintenance Storage Migration Utility System Settings 	<p>System Information</p> <table border="1"> <tr><td>Storage System Name</td><td></td></tr> <tr><td>Model Name</td><td>ET104AU</td></tr> <tr><td>Unified Storage</td><td>Disable</td></tr> <tr><td>Storage Cluster</td><td>Disable</td></tr> <tr><td>Virtual Volume</td><td>Disable</td></tr> <tr><td>Non-disruptive Storage Migration License</td><td>Unregistered</td></tr> <tr><td>Serial Number</td><td>4601901061</td></tr> <tr><td>WWN</td><td>50000E0DB11B500</td></tr> <tr><td>Firmware Version</td><td>V10L84-0000</td></tr> <tr><td>Status</td><td>✔ Normal</td></tr> </table>	Storage System Name		Model Name	ET104AU	Unified Storage	Disable	Storage Cluster	Disable	Virtual Volume	Disable	Non-disruptive Storage Migration License	Unregistered	Serial Number	4601901061	WWN	50000E0DB11B500	Firmware Version	V10L84-0000	Status	✔ Normal	<p>Target: 0</p> <ul style="list-style-type: none"> Initial Setup Smart Setup Change User Set SSH Publ Register Non-
Storage System Name																						
Model Name	ET104AU																					
Unified Storage	Disable																					
Storage Cluster	Disable																					
Virtual Volume	Disable																					
Non-disruptive Storage Migration License	Unregistered																					
Serial Number	4601901061																					
WWN	50000E0DB11B500																					
Firmware Version	V10L84-0000																					
Status	✔ Normal																					

2. Choose [Export/Delete Log]

Overview Volume RAID Group Thin Provisioning Advanced Copy Connectivity Component **System**

System > Event/Dump

Category	Event/Dump
<ul style="list-style-type: none"> g07idjktssan01 <ul style="list-style-type: none"> Network Remote Support Key Management User Settings Eco-mode Event/Dump Audit Log Firmware Maintenance 	<p>Information</p> <p><i>i</i> Log data, such as Internal Log, Panic Dump, etc. can be managed.</p>

2. Click the [Export] button.

Overview Volume RAID Group Thin Provisioning **Advanced Copy** Connectivity Component **System**

System > Event/Dump

Export/Delete Log

Notice

i Please download log file within five minutes after exporting the log.

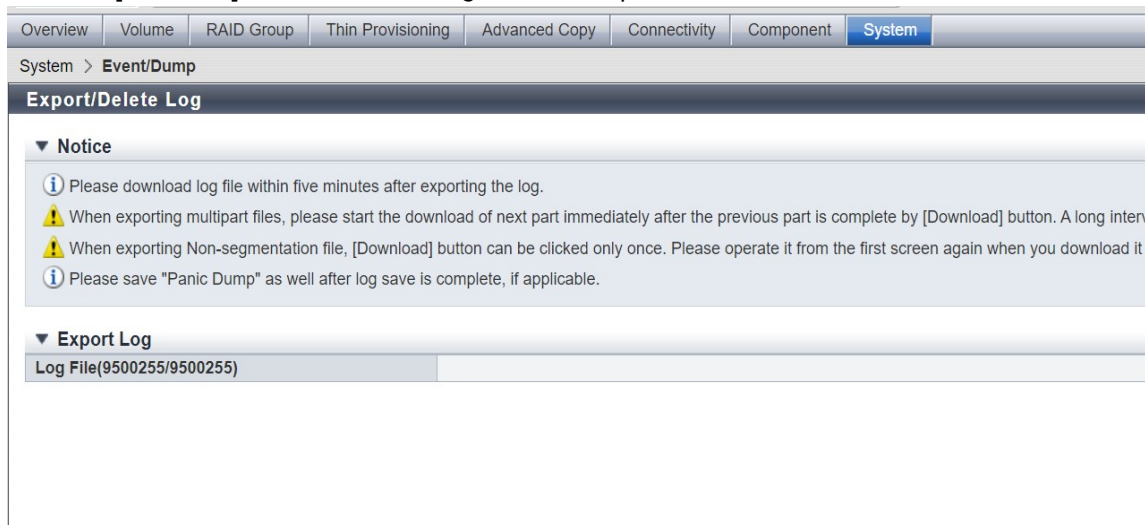
Export Option

Export Mode	<input checked="" type="radio"/> All <input type="radio"/> Only Disk Drive Log
Specify Time Range	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Last 24 hours <input type="radio"/> Last week <input type="radio"/> Last month
Start Time	Year: <input type="text"/> - Month: <input type="text"/> - Day: <input type="text"/> Hour: <input type="text"/> Minute: <input type="text"/> Second
End Time	Year: <input type="text"/> - Month: <input type="text"/> - Day: <input type="text"/> Hour: <input type="text"/> Minute: <input type="text"/> Second
Include I/O Module log	<input checked="" type="radio"/> Yes <input type="radio"/> No
Log File Size	<input checked="" type="radio"/> Non-segmentation <input type="radio"/> 4.27 MB <input type="radio"/> 1.44 MB (Floppy Disk) <input type="radio"/> 640 KB (E-Mail)
Delete of Customer Information	<input type="radio"/> Yes <input checked="" type="radio"/> No

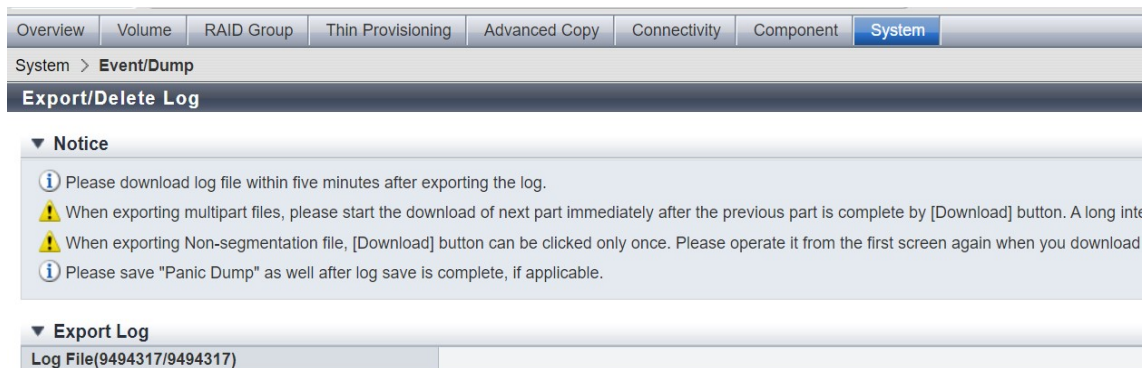
3. Click the [OK] button.



4. Click the [Download] button. Save the log to local computer.



5. Click Finish after download



3. Logout

Logout Eternus WEB GUI

1. Click [Logout]

The screenshot displays the ETERNUS DX500 S3 management interface. At the top, the user is logged in as 'root' and can click 'Logout'. The main status is 'Normal'. The interface is divided into several sections:

- Hardware Components:** A table showing the status of modules and drives.
- System Information:** A table listing system details such as name, model, and firmware.
- RAID Group:** A section with a pie chart and summary statistics.
- Thin Provisioning Pool:** A section with a pie chart and summary statistics.

Hardware Components	
Status	Count
Normal	22
Warning	0
Error	0

System Information	
Storage System Name	ETERNUS
Model Name	ET00000A
Unified Storage	Disable
Serial Number	0000000000
Firmware Version	
Status	Normal
Cache Mode	Write Back Mode
Battery	Full Charge
Remote Support	-
Connecting Module	CM#0

RAID Group	
RAID Group Count	2
Volume Count	1
Total Used Capacity	508.33 GB
Total Free Capacity	5.20 TB
Total Capacity	5.69 TB

Thin Provisioning Pool	
Thin Provisioning Pool Count	0
Volume Count	0
Total Used Physical Capacity	0.00 MB
Total Free Physical Capacity	0.00 MB

3. Click the [OK] button.

4. Send the Log

Contact Point	
Phone	(62 - 21) 572 - 3455 / Toll Free : 0-800-1 3854878
Email	callcenter.fid@fujitsu.com
Address	Wisma KEIAI 10th floor Jl. Jenderal Sudirman Kav. 3 Jakarta 10220

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

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

The screenshot displays the ETERNUS DX500 S3 GUI. The top navigation bar includes 'Overview', 'Volume', 'RAID Group', 'Thin Provisioning', 'Advanced Copy', 'Connectivity', 'Component', and 'System'. The 'Overview' page is active, showing a 'Normal' status. The 'System Messages' section contains a warning about network configuration. The 'Hardware Components' table shows 46 modules and 60 drives. The 'System Information' table lists details like Model Name (ET503SAU) and Serial Number (4821421012). The 'RAID Group' and 'Snap Data Pool' sections show 0 counts and 0.00 MB for used, free, and total capacity.

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)

5. List Of Change

Document Revision	Date of Revision	Description	Written by	Reviewed by	Verified by	Approved by
1.0	27 Apr 2021	First Edition	FID) MLM			