#### OPE 0435400

# Remote Management: Service --> Reboot

V. 001

#### $\operatorname{ANNT})\,$ Do not use the [Return] button on the tool bar.

When Remote Management is open, do not operate other than Remote Management.

To execute software reset of Tape Library device and to conduct new inventory by executing self-diagnosis test (POST) at the time of powering up, operate [Support]: [Reboot]. It takes some time to update Web screen of Remote Management. This delay time has to be long enough for reloading the screen. However, the connection with Tape Library device may be lost during rebooting, as the case may be. In case of disconnection, connect Remote Management again.

1) Log in to the remote management. Refer to  $(OPE\,0428400)$  .

- 2) Select [Support].
- 3) Select [Reboot].

•			ETERNUS LT20 Remote Management					
Identity Status			Configuration		Operations	Service		
General Diagnostic	Drive Diagnostic	Firmware Reboot	Library Logs	Clean Drive	Cartridge Memory			
Library Reboot								
Reboot								

4) Press [Reboot] of [Autoloader Reboot].

5) Pop-up screen of [Are you sure?] is displayed, and press [OK].

6) With displaying [Library Reboot] screen, Tape Library Unit is automatically rebooted. Wait until Tape Library Unit is rebooted and operator panel returns to Home screen. Refer to (OPE 0410400).

Library Reboot	
	Please wait while the system is rebooting.
	If the page descrit refreshes after 180 seconds.
	If DHCP is enabled, it is possible that the system will get a new IP Address from the DHCP-Server.
	IP address has to be verified on OCP and the new IP address has to be entered in the web browser.

ANNT)

While [Scanning X%] is displayed on Status in System Status at the upper right of the screen, do not operate the system.

7) Reboot completing screen is displayed, and press [OK].



8) It returns to the initial screen.

#### OPE 0435500

# Remote Management: Service --> Library Logs

ANNT) Do not use the [Return] button on the tool bar..

When Remote Management is open, do not operate other than Remote Management.

#### Log Indication

- With the operation of [Service]: [Library Logs], the log for the tape library unit is indicated.
- Available Log: Error Trace, Informational Trace, Warning Trace, Configuration Change Trace and Standard Trace.

The log items are displayed in order from older to newer one.

Log item format:

YY.MM.DD HH.MM.SS.ss LIB / ERR<80 89 62 40

- YY.MM.DD: Date indicated as Year, Month, and Day.
- HH. MM. SS. ss: Time indicated as Hour, Minute, Second, Hundredth part of Second.
- First Code: Hardware Error or Recovery Error. The code after the LIB/ERR is "80" or "40". (In the example, it is 80.).
  - "80" indicates the hardware error and "40" indicates the recovery error.
- Second Code: Main Error Code (In the example, it is 89). For the indications of the error code and the recovery procedures, refer to [Error Code] (MAP0010000).

- Third Cod: Sub Error Code (In the example, it is 62). For the indications of the sub error code, [Sub Error Code is categorized 3 as follows.]

- > Sub Error Code for Robot Mechanism: Refer to (REF0851100).
- > Sub Error Code for Tape Library Unit: Refer to (REF0851200).
- > Drive Machine Number for Tape Library Unit
- Fourth Code: Information peculiar to Sub Error Code (For makers (not Opened))

The following information is displayed.

- > Log Type: Various Trace Log Display
  - Error Trace: Recorded when unrecoverable errors occur.
  - Information Trace: User Login/Logout, Power off /Power on, Move information and others are recorded.
  - Warning Trace: Recorded when Attention occurs.
  - Configuration Change Trace: When drive setting information, library setting information and the firmware update are changed, they are recorded in Log Information.
  - Standard Trace: On Drive/Robot/Library, Commands such as SCSI are recorded.
- > Number Of Entries Per Page: Displayed Page Number

# Update

1) Log in to the remote management. Refer to  $(OPE\,0428400)$  .

2) Select [Service].

3) Select [Library Logs].

V. 001

		ETERNUS LT20 Remote Managem					
Identity	Status	Gonfigurat	ion O	perations	Service		
General Drive Diagnostic Diagnostic	Firmware Reboo	t Library Logs	an Drive Cartridg	ye Y	$\smile$		
Logs					1		
Log Type		Error Trace	✓				
Total Number Of Entrie	S	5					
Start Entry		1 1255					
Number Of Entries Per	Page	5					
Update Clea	ar Log Dump I	Log Save S	Service Dump	Email S	ervice Dump		
09.12.16 13:32:31.00 LIE	VERR <80 8D 43 32 2	2B 06 00 00 00 00 00 FF FF FF FF 00 20	0 00 FF FF 20 20 20 20 20 20 20	0 20 20			
		20 20 20 20 20 20 20 2	0 00 00 00 00 00 00	00 00			
		00 > robotic lane blo	ocked - if error ren	nains contact us	er service		
09.11.30 14:25:40.38 LIE	VERR <80 8A 61 17 2	2B OF 00 00 00 00 0	0 00 FF 03	24.00			
		01 PP 04 01 02 53 5	0 00 00 00 00 00 00	34 00			

4) In the [Log Type」 of [Logs], select [Error Trace, Informational Trace, Warning Trace, Configuration Change Trace and Standard Trace].

		ĸ		ETER	NUS L	.T20 Rer User: ser
Ident	tity	Sta	itus	Confi	guration	Operations
General Diagnostic	Drive Diagnostic	Firmware	Reboot	Library Logs	Clean Drive	Cartridge Mernory
Logs						
Log Type				Error Trace		~
Total Numbe	er Of Entrie	s	1	Error Trace		
Start Entry			1	Informational Trace		
Number Of Entries Per Page			Dump Lc	Warning Trac Configuration Standard Trac	e Change Trace ce	

5) Start Entry [1] becomes the event number in which the latest Log. Number Of Entries Per Page are displayed in a screen.

Identity	Status	Configuration	Operations	Service
General Drive Diagnostic Diagnostic	Firmware Reboot	Library Logs Clean Drive	Cartridge Memory	
Logs				
og Type	E	rror Trace	<ul> <li>Image: A second s</li></ul>	
otal Number Of Entri	es 5			
itart Entry	93933933939			
lumber Of Entries Per	Page 5			
Update Cle	ar Log Dump Log	Save Service D	ump Email S	ervice Dump

6) Press [Update].

7) Press [Next >]/[<Prev] to display the [Log].

Number Of Entries Per Page 5		
Update Clear Log Dump Log	Save Service Dump Email Service Dump	
09.12.16 15:07:01.20 LIB/ERR <80 62 00 25 2B 06 00	0 00 00 00 00 FF 03	
01 FF 0	04 01 02 43 4C 4E 55 30 30 4C 31 00	
00 00 00 00 > ME	E cleaning tane expired	
09.12.16 15:06:49.50 TRC/CST <84 FF 01 16 > Drive	Warn or Crit Tape Alert flag	
09.12.16 14:43:15.39 TRC/CST <80 06 4D 02 01 01 0	01 00 00 > Move Retry	
09.12.16 13:49:04.40 LIB/ERR <80 63 00 17 2B 06 00	0 00 00 00 00 00 FF 03	
2010 Contractor Contractor Contractor Cont FF 0	04 01 00 20 20 20 20 20 20 20 20 20 20 20	
20 20 20	0 20 20 20 20 00 00 00 00 00 00 00 00	
00 > ME	E: invalid cartridge	
09.12.16 13:48:52.71 TRC/CST <84 FF 01 37 > Drive	Warn or Crit Tape Alert flag	
	Prev Next >	

8) Press [Logout] at the lower right of the screen to complete.

# Clear Log

1) Log in to the remote management. Refer to (OPE 0428400).

2) Select [Service].

3) Select [Library Logs].

4) In the [Log Type」 of [Logs], select [Error Trace, Informational Trace, Warning Trace, Configuration Change Trace and Standard Trace].

5) Press [Clear Log]

#### RMRK)

With pressing [Clear Log] the item selected in Log Type is cleared.

6) Press [Logout] at the lower right of the screen to complete.

### Dump Log

1) [Login] to the remote management. Refer to (OPE 0428400).

2) Select [Service].

3) Select [Library Logs].

4) In the [Log Type」 of [Logs], select [Error Trace, Informational Trace, Warning Trace, Configuration Change Trace and Standard Trace]. Refer to Figure (2).

5) Press [Dump Log].

6) After the popup screen of downloading file is displayed, press [Save].

RMRK)

With pressing [Open], you can confirm the contents of download file.

▶ Loader_Error_Trace_Dump[2].trc - メモ帳	
ファイル(E) 編集(E) 書式(Q) 表示(V) ヘルブ(H)	
0001 09.12.16 13:32:31.00 LIB/ERK<80 8D 43 32 2B 06 00 00 00 00 00 00 0F FF FF FF FF FF 02 02 02 02 02 02 02 02 02 02 20 20 20 20 20 20 20 00 00 00 00 00 00 00 0 breat is large blacked s if error presi	FF 🔄
0002 09.11.30 14:25:40.38 LIB/ERR:80 8A 61 17 28 0F 00 00 00 00 00 F 01 FF 04 01 02 53 59 53 30 33 84 C 34 00 00 00 00 00 00 00 00 00 00 00 00 00	03
0003 09.11.30 14:17:49.57 LIB/ERR:80 80 07 00 28 00 00 00 00 00 00 00 FF FF FF FF FF 00 20 20 20 20 20 20 20 20 20 20 20 20 20 20 20 20 20 00 00 00 00 00 00 0	FF
0004 09.11.30 14:15:14.15 LIB/ERR:80 8D 14 00 2B 00 00 00 00 00 00 00 0F FF FF FF FF FF 02 02 02 02 02 02 02 02 02 02 20 20 20 20 20 20 00 00 00 00 00 00 00 00 ≥ HE: sled blocked	FF
0005 09.11.30 13:47:10.17 LIE/ERR(80 8D 14 00 2B 00 00 00 00 00 00 00 FF FF FF FF FF 00 20 20 20 20 20 20 20 20 20 20 20 20 20 20 20 20 20 20 00 00 00 00 00 0	FF

7) As stored position screen is displayed, check the file name, and click [Save].8) Press [Logout] at the lower right of the screen to complete.

# Save Service Dump (Saving Time: About 30 minutes)

1) [Log in] to the remote management. Refer to (OPE 0428400) .

2) Select [Service].

3) Select [Library Logs].

# $\operatorname{RMRK})$ Log Type does not have to be selected.

Because all Log is saved in Save Service Dump, any can be specified with Log Type.

4) Press [Save Service Dump] to save the file. (Standard File Name: DumpAllTrace.trc)

5) After the popup screen of downloading file is displayed, save it to the file.

6) Press [Logout] at the lower right of the screen to complete.