

OPE0435400

## Remote Management: Service --&gt; Reboot

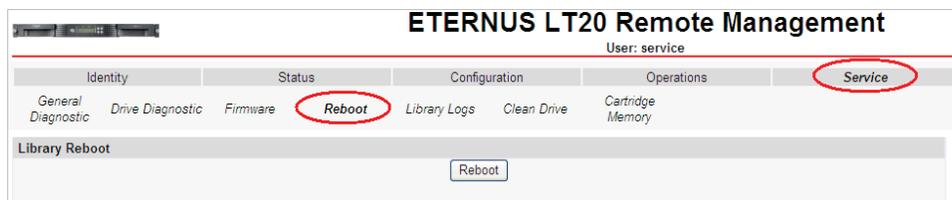
V. 001

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

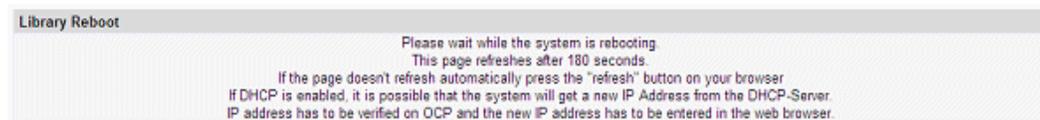
When Remote Management is open, do not operate other than Remote Management.

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 (OPE0428400) .
- 2) Select [Support].
- 3) Select [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 (OPE0410400) .



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.

OPE0435500

## Remote Management: Service --> Library Logs

V. 001

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.

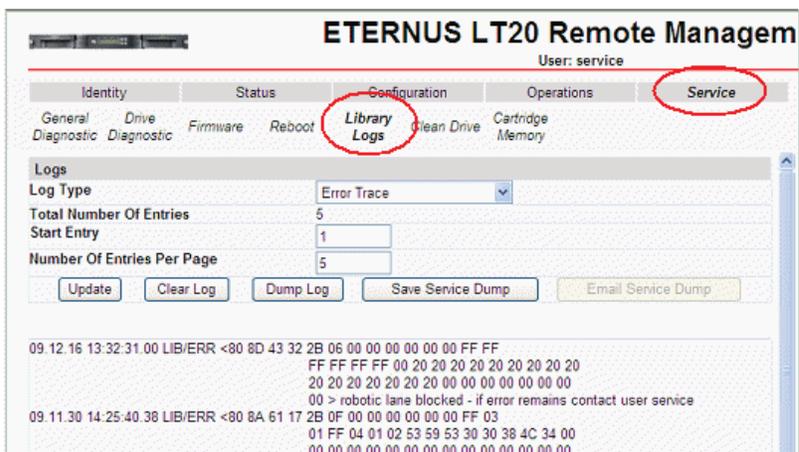
> Number Of Entries Per Page: Displayed Page Number

### Update

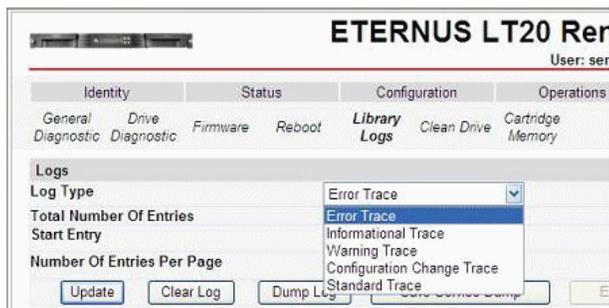
1) Log in to the remote management. Refer to (OPE0428400) .

2) Select [Service].

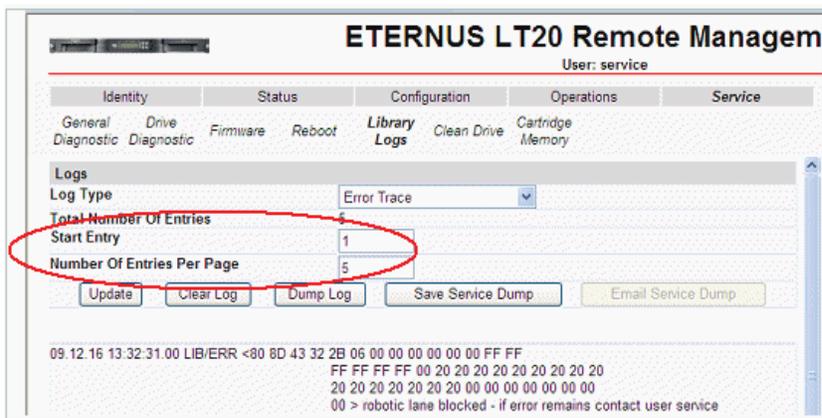
3) Select [Library Logs].



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

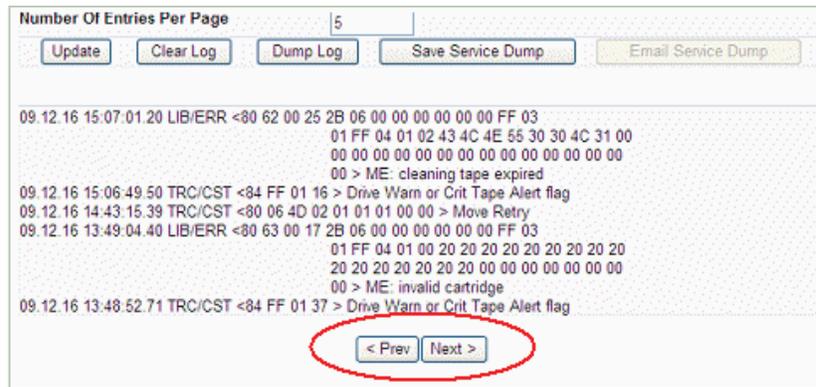


5) Start Entry [1] becomes the event number in which the latest Log, Number Of Entries Per Page are displayed in a screen.



6) Press [Update].

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



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

### Clear Log

- 1) Log in to the remote management. Refer to (OPE0428400).
- 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 (OPE0428400).
- 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.



- 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 (OPE0428400) .
- 2) Select [Service].
- 3) Select [Library Logs].

**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.