

System Information Output Guide



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1. Output file for Infortrend Technical Support

1.1. For EonStor/ESDS model

Please output System Information from **Storage Manager in SANWatch** or from **Browser (Embedded RAIDWatch)** for Infortrend Technical Support reference.

- Output from **Storage Manager** in SANWatch

The screenshot shows the Infortrend Storage Manager interface for a DS S16F-R1840-4 Array (192.168.5.20). The left sidebar contains a tree view with the following items: Enclosure View, Tasks Under Process, Logical Drive Information, Logical Volume Information, Fibre Channel Status, System Information, Statistics, Output System Information (highlighted with a red box), Logical Volume Information, Fibre Channel Status, System Information, Statistics, Maintenance, Logical Drives, Physical Drives, Task Schedules, Configuration, and Data Service. The main content area is titled 'Enclosure View' and includes a 'RAID' section with a grid of drive status indicators (green and red) and an 'Information Summary' table.

Device	
Controller	Cache:1024MB (ECC DDR), Firmware:3.85D.01, B
Channel	Channel 0 (Host, Fibre, Speed:)
Channel	Channel 1 (Host, Fibre, Speed:)
Channel	Channel 2 (Host, Fibre, Speed:)
Channel	Channel 3 (Host, Fibre, Speed:)
Logical Drive	ID:C706CEB, RAID 6, 9.76 GB

- Output from **Browser (Embedded RAIDWatch)**

Information
Logical Drive
Logical Volume
Host LUN
Drives
Channel
Task Schedule
Config
Communication
Controller
1 **System**
Password
Threshold
Redundant
Trigger
Host Side Parameters
Drive Side Parameters
Disk Array Parameters
Agent
Event
Logout

Download/Upload

- Update firmware, File Name:
- Import NVRAM data from specific file, File Name:
- Update firmware and boot record:
BR File Name:
FW File Name:
- Export NVRAM data to specific file
- Export NVRAM data to reserved space
- Import NVRAM data from reserved space without restoring pass
- Import NVRAM data from reserved space
- Export configuration data to text file
- Export configuration data to XML file
- Export only LUN configuration data to XML file
- Import configuration data from XML file:
- Clear core dump
- 2 **Export Technical Support Data**

There will be several files output via browser (Embedded RAIDWatch), such as the following formats:

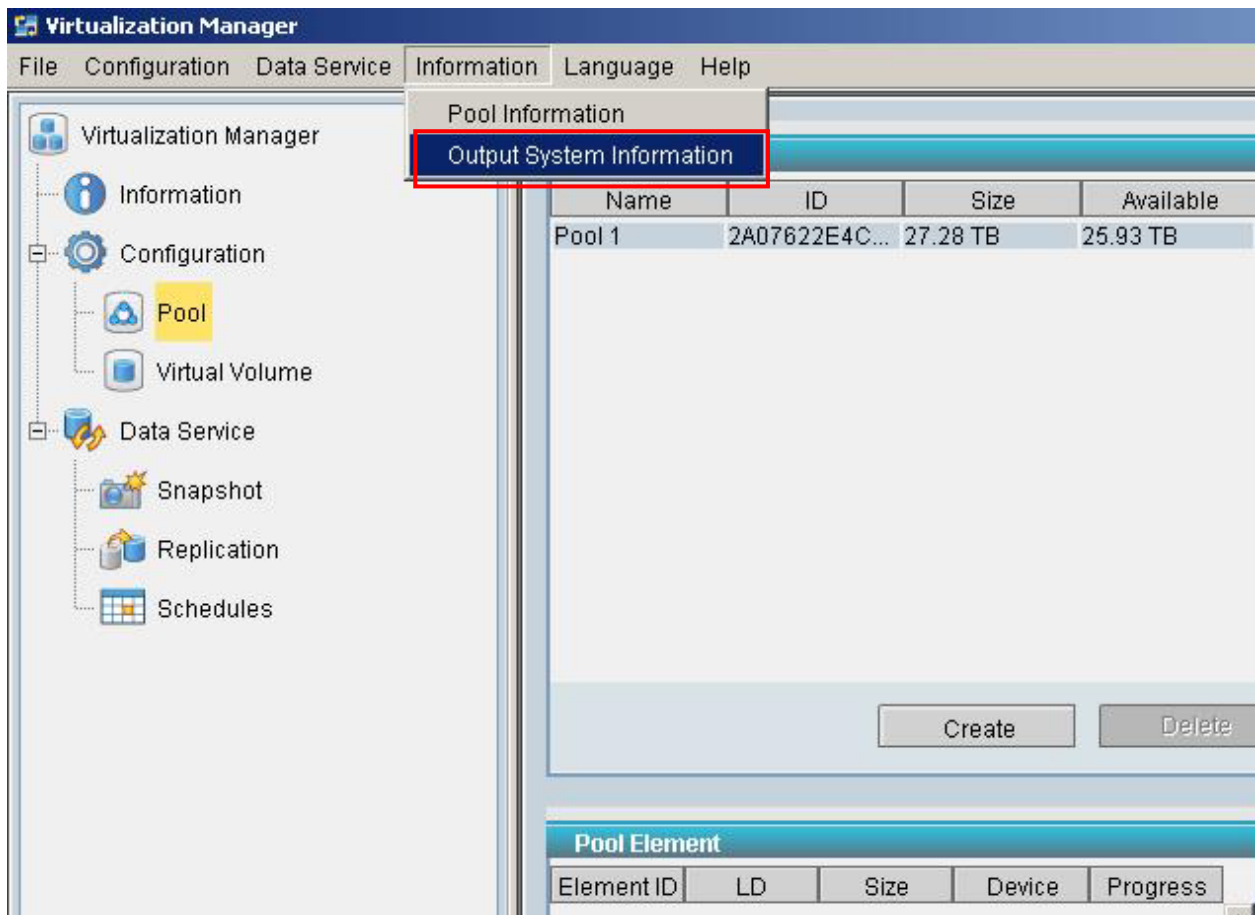
- xxxxx.evt
- xxxxx.deb
- xxxxx.actv6
- event.txt

It will take time to output and save all files completely. Please wait patiently.

Please provide ALL the files to Infortrend Technical Support team for analysis.

1.2. For ESVA model

Please output System Information from **Virtualization Manager in SANWatch**:



The screenshot shows the Virtualization Manager interface. The left sidebar contains a tree view with the following items: Virtualization Manager, Information, Configuration, Pool (highlighted in yellow), Virtual Volume, Data Service, Snapshot, Replication, and Schedules. The main area displays the 'Pool Information' tab, which includes a table with the following data:

Name	ID	Size	Available
Pool 1	2A07622E4C...	27.28 TB	25.93 TB

Below the table are 'Create' and 'Delete' buttons. At the bottom of the interface, the 'Pool Element' section is visible, with a table header containing the following columns: Element ID, LD, Size, Device, and Progress.

2. Output File for End User Self-Reference

End Users can obtain configuration and even log without encoded files via two ways, from SANWatch or Browser (Embedded RAIDWatch), for all product families (EonStor, ESDS, ESVA).

2.1. Output File from Storage Manager in SANWatch:

- To obtain Configuration List:

The screenshot shows the SANWatch Storage Manager interface. On the left, a tree view shows the 'Configuration' section selected. A red box labeled '1' highlights the 'Configuration List' tab. On the right, a table lists hardware components:

Device	Description
Controller	Cache:512MB (ECC DDR), Firmware:3.85B.08, Bootrecord:1.15A, SN:7239493 (0x6E7745)
Channel	Channel 0 (Host, Fibre, Speed:4 GHz)
Channel	Channel 1 (Host, Fibre, Speed:4 GHz)
Channel	Channel 4 (Host, Fibre, Speed:)
Channel	Channel 5 (Host, Fibre, Speed:4 GHz)
Lun	Chl ID:0, SCSI ID:112, LUN Set:0

Below the table, a context menu is open with the following options:

- Export Configuration Data as Text File
- Export Configuration Data as XML File (highlighted with a red box and labeled '2')
- Export Host Lun List as XML File
- Restore Configuration from XML File

At the bottom left, the 'Event Log List' and 'Configuration List' tabs are visible, with 'Configuration List' selected and labeled '1'.

- To obtain Event Log:

The screenshot shows the SANWatch Storage Manager interface with the 'Event Log List' tab selected. A red box labeled '1' highlights the 'Event Log List' tab. The table below shows the event log entries:

Index	Severity	Type	Time	Description
3	Info	Drive	2011 Mar 16 10:54:36	CHL:3 ID:1 Drive NOTICE: Scan Drive Successful (slot A)
4	Info	Drive	2011 Mar 16 10:54:38	CHL:3 ID:2 Drive NOTICE: Scan Drive Successful (slot A)
5	Info	Drive	2011 Mar 16 10:54:41	CHL:3 ID:3 Drive NOTICE: Scan Drive Successful (slot A)
6	Info	Controller	2011 Mar 16 11:12:30	Controller Initialization Completed (slot A)
7	Info	Controller	2011 Mar 16 11:21:33	Controller Initialization Completed (slot A)
8	Info	Controller	2011 Feb 25 17:04:10	Controller Initialization Completed (slot A)
9	Info	Controller	2011 Feb 25 16:55:20	Controller Initialization Completed (slot A)
10	Info	Controller	2011 Feb 25 16:55:25	Controller Initialization Completed (slot B)

At the bottom right, a context menu is open with the following options:

- Export all logs to a text file
- Event log filter option (highlighted with a red box and labeled '2')
- Event log Clear option

At the bottom left, the 'Event Log List' and 'Configuration List' tabs are visible, with 'Event Log List' selected and labeled '1'.

2.2. Output from Browser (Embedded RAIDWatch):

- To Obtain Configuration Data:

Information

Logical Drive

Logical Volume

Host LUN

Drives

Channel

Task Schedule

Config

Communication Controller

1 System

Password

Threshold

Redundant

Trigger

Host Side Parameters

Drive Side Parameters

Disk Array Parameters

Agent

Event

Logout

Download/Upload

Update firmware, File Name:

Import NVRAM data from specific file, File Name:

Update firmware and boot record:

BR File Name:

FW File Name:

Export NVRAM data to specific file

Export NVRAM data to reserved space

Import NVRAM data from reserved space without restoring pass

Import NVRAM data from reserved space

2 Export configuration data to text file

Export configuration data to XML file

Export only LUN configuration data to XML file

Import configuration data from XML file:

Clear core dump

Export Technical Support Data

- To Obtain Event Log:

Information

Logical Drive

Logical Volume

Host LUN

Drives

Channel

Task Schedule

Config

Agent

1 Event

Logout

Event Log

Event Log

Index	Date	Time	Severity	Event Messages
10	2011-2-25	16:55:25		Controller Initialization Completed (B)
9	2011-2-25	16:55:20		Controller Initialization Completed (A)
8	2011-2-25	17:4:10		Controller Initialization Completed (A)
7	2011-3-16	11:21:33		Controller Initialization Completed (A)
6	2011-3-16	11:12:30		Controller Initialization Completed (A)
5	2011-3-16	10:54:41		CHL:3 ID:3 Drive NOTICE: Scan Drive Successful (A)
4	2011-3-16	10:54:38		CHL:3 ID:2 Drive NOTICE: Scan Drive Successful (A)
3	2011-3-16	10:54:36		CHL:3 ID:1 Drive NOTICE: Scan Drive Successful (A)
2	2011-3-16	10:54:34		CHL:3 ID:0 Drive NOTICE: Scan Drive Successful (A)
1	2011-3-16	10:34:57		Controller Initialization Completed (A)

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