

Downloading the event log & config dump

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Downloading Event Log Via Web-GUI

Download The Event Log & Config Dump

****GUI****

- Go to 'System Information' → 'Event Log'
- Click on the 'Download Event Log & Config Dump' button

The screenshot shows the 'System Information' tab selected in the top navigation bar. The 'Event Log' sub-tab is active. The interface includes a left sidebar with navigation options like 'MAIN MENU', 'HOME', 'RAID INFORMATION', 'SYSTEM INFORMATION', 'CONFIGURE RAID', 'CONFIGURE VOLUMES', 'CONTROLLER ADMIN.', 'CONFIGURE NETWORK', 'QUICK START', and 'LOG OFF'. The main content area contains several filter options:

- No date filter
- Show events from last day
- Show events from last week
- Show events from last month
- Show event type icons
- Highlight controller 0 and 1 events
- Show whole log
- Show warnings and errors
- Show warnings, errors and system events
- Show events from controller 0 and 1
- Show events from controller 0
- Show events from controller 1

At the bottom of the filter section, there are two buttons: 'Download event log and config dump' (with a download icon) and 'Show log'. A tooltip for the 'Show log' button reads: 'show: espectáculo; programa; mandar; muestra; mostrar algo a alguien'. Below the buttons, the 'Events' section displays a list of log entries:

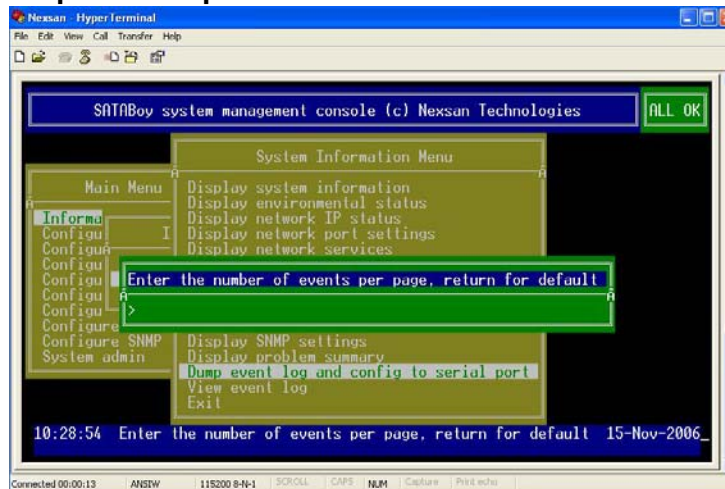
```
0000:C0 25-Oct-2005 at 12:53:10:(S): Lun masking is inactive
0001:C0 25-Oct-2005 at 12:52:55:(S): Lun masking is active
0002:C0 25-Oct-2005 at 12:45:56:(S): [0]: ISP soft reset
0003:C0 25-Oct-2005 at 12:45:56:(S): [0]: Resetting fibre interface
0004:C0 25-Oct-2005 at 12:45:48:(S): [0]: ISP soft reset
```

- Save it to a location on your HD & mail it to us at support@nexsan.com

Downloading Event Log Via Serial Interface

Download The Event Log & Config Dump **Serial**

- 🔗 Connect the serial cable and open a Terminal Emulation session i.e. Hyper Terminal
- 🔗 Connect with the following settings
 - Bits per second – 115200
 - Data bits – 8
 - Parity – None
 - Stop bits – 1
 - Flow control - None
- 🔗 On connection navigate to “Information” → “system related information” → dump event log and config dump to serial port”



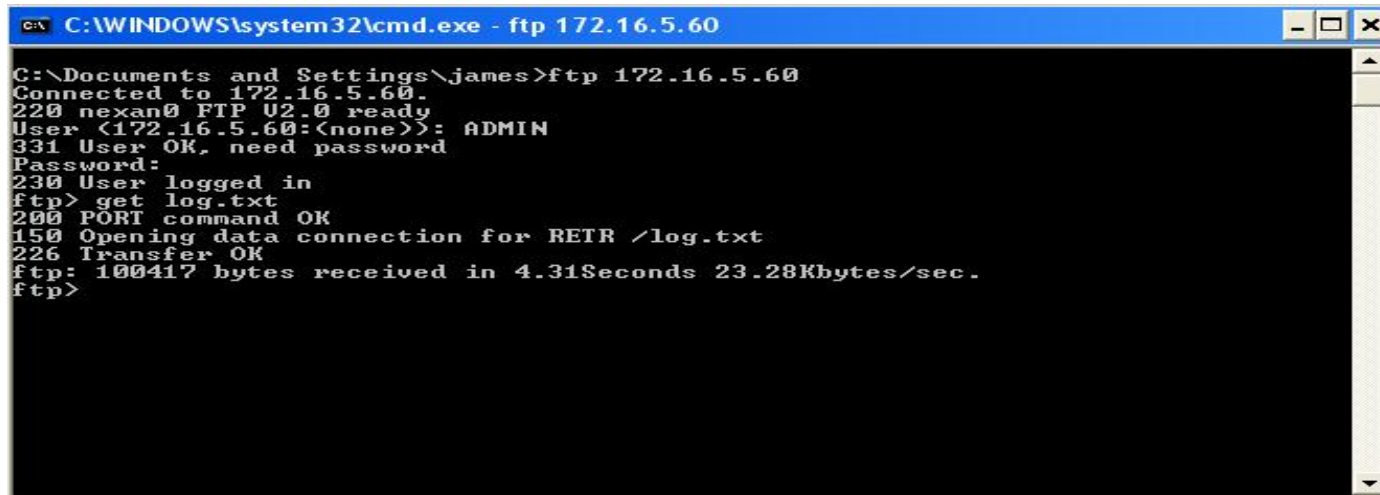
- 🔗 Enable the capture text function in hyper terminal “Transfer” → “capture text”
- 🔗 Select “0” on number of lines and press enter
- 🔗 Press the space bar when prompted
- 🔗 The log will be saved to your preconfigured location, now mail it to us at support@nexsan.com

Downloading Event Log Via FTP

Download The Event Log & Config Dump

****FTP****

- 🔗 Open a command shell i.e. command prompt window
- 🔗 Type FTP <Nexsan ip address>
- 🔗 Enter username and password
 - Default is “ADMIN” – “PASSWORD” all uppercase



```
C:\WINDOWS\system32\cmd.exe - ftp 172.16.5.60
C:\Documents and Settings\james>ftp 172.16.5.60
Connected to 172.16.5.60.
220 nexan0 FTP U2.0 ready
User (172.16.5.60:(none)): ADMIN
331 User OK, need password
Password:
230 User logged in
ftp> get log.txt
200 PORT command OK
150 Opening data connection for RETR /log.txt
226 Transfer OK
ftp: 100417 bytes received in 4.31Seconds 23.28Kbytes/sec.
ftp>
```

- 🔗 Now connected enter the command “get log.txt”
- 🔗 The log will now be downloaded to your home folder
 - Default in Windows is c:\documents and settings\
- 🔗 mail it to us at support@nexsan.com

Thank you

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