

EBG Server Education - XClarity Administrator - Logging, FFDC, and Call Home



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What is covered in these charts

- Architecture of xClarity Administrator Logging and FFDC
 - Changing Logging settings
 - Collecting debug data
 - Viewing debug data
- What if xClarity Administrator UI is not functional?
- Architecture of xClarity Administrator Call Home
 - Overview of function
 - Configuration
 - Troubleshooting

Architecture of xClarity Administrator logging and FFDC

- Each component's loggers operate in their own in-memory buffer.
 - The granularity of the loggers and buffer size are controlled by the LogBack.xml file
- The data in any in-memory buffer can be dumped to disk in any of the following ways
 - At any point in a component's code, call the LogDump API to dump the specified buffers
 - From the Service and Support GUI, there is "Download All Service Data" button to dump all buffers
 - From REST API, specify to dump selected (or All) buffers
- In addition, entry/exit tracing for most methods across LXCA has its own in-memory buffer
 - Note: this is disabled by default. It can be re-enabled via REST interface for /ffdc/settings
- When specifying in code to do a LogDump, can specify "INFO" or "FFDC". The data that gets collected is based on the contents of the SSDumpConfigs.xml file.
 - Capture buffer data as 'INFO' when you want a snapshot of the buffer(s) for "good path", for later reference. For example, after a successfully completed "Manage chassis" operation
 - Data will be logged to FFDC/INFO
 - Capture buffer data as 'FFDC' in an error path, where you want a snapshot of all appropriate buffers to help in debugging root cause
 - A new subdirectory gets created under the /data/ffdc directory for each new FFDC dump of data

Changing log settings from the UI

- Navigate to "Administration" -> "Service and Support"
- Click on the "Log Settings" tab
- Expand the tree to get to the desired logger(s), click checkbox
- Enter a new Log Size and/or Log Level. Click on 'Apply'
- To go back to default settings, click on "Reset to defaults"

Service and Support

From this page, you can download diagnostic files and collect diagnostics from managed endpoints. You can also work with Call Home.

Management Server Files Endpoint Diagnostic Files Endpoint Actions Call Home Configuration Problem Record Status

Do not change these settings unless directed by the Service Center to aid in troubleshooting a specific problem.

Upload Configuration File

Log Size Input		Apply
Number of logs to archive		Apply
Log Level	 *	Apply

Log Name	Log Level	Log Size Input
ROOT	ALL	1000
JdbmIndex	OFF	1000
JdbmTable	OFF	1000
LOG_CHANGES	OFF	1000
bluegrass	WARN	1000
	ALL	1000
. inet	ALL	1000
	ALL	1000



How to create customized log settings to send to customers

- Make a copy of the LogBack.xml file
- Edit the logger level in LogBack.xml by adding a new attribute called 'level', and the value for it, like below:
 - <logger additivity="false" level="OFF" name="com.ibm.dcs4j">
 - Log level can also be set to ERROR, WARN, INFO, or DEBUG
 - If no level is specified, it defaults to ALL.
- When setting level to a logger node, then this will propagate to all descendants, unless they set explicitly another level.
- The size for a log buffer can also be changed by editing LogBack.xml. By default, each log buffer holds 1000 entries.
- Send the updated LogBack.xml file to the customer, and ask them to upload it to their Chenas system.

Service and Support

From this page, you can download diagnostic files and collect diagnostics from managed endpoints. You can also work with Call Home.

Management Server Files	Endpoint Diagnostic Files	Endpoint Actions	Call Home Configuration	Problem Record Status	Log Settings
Do not change these settings u	unless directed by the Service C	enter to aid in troubles	hooting a specific problem.		
Unload Configuration Fil					
Log Size Input			Apply		
Number of logs to archive			Apply		
Log Level		······ *	Apply		
Restore defaults					

Updating SSDumpConfigs.xml configuration file

- SSDumpConfigs.xml defines what data to capture for a specific dump ID
- If you want to collect additional or different data for debug of a specific problem, update this file, and then use the "Upload Configuration File" (as shown on chart 5).
- <?xml version="1.0" encoding="UTF-8"?>
- -<configurations>
 - -<configuration id="05002">
 - -<appender id="1"><name>com.ibm</name></appender>
 - -<appender id="2"><name>com.ibm.dcs4j</name></appender>
 - -<appender id="3"><name>com.ibm.ofm</name></appender>-<appender
 - -<file id="1"><name>\${PATH}/CONFIG_PATTERNS_invCache.json</name></file>
 - -<file id="2"><name>\${PATH}/CONFIG_PATTERNS_DEV.MAP</name></file>
 - -<info id="1"><name>version</name></info>
 - -<info id="2"><name>build</name></info>
 - -<info id="3"><name>eventLog</name></info>
 - -<info id="4"><name>auditLog</name></info>
 - -<resource id="1"><name>resourceList</name></resource>
 - -<resource id="2"><name>resourceRelations</name></resource>
 - -<resource id="3"><name>resourceInventoryData</name></resource>
 - </configuration>
- </configurations>

LogDump configuration IDs – By component

- 00001 01000: Data Management
 - 01001 02000: Events / Monitoring
 - 02001 03000: Core / Virtual Appliance
 - 03001 04000: Security
 - 04001 05000: Service & Support (this includes Call Home)
 - 05001 06000: Config Patterns
 - 06001 07000: Updates
 - 07001 08000: Backup/Restore & Failover (HA)
 - 08001 09000: FlexCat
 - 09001 10000: Remote Control
 - 10001 11000: Jobs framework

Note: The ID "0" is pre-defined, to specify dumping all buffers

Console FFDC data

- Console log/FFDC data from user's browsers is periodically uploaded to the LXCA server
 - A couple times per minute, and at error time
- This can be seen in the WebLog.txt file in the Appender folder of the FFDC .zip file

	I LAT	010 ND	1 11 Way 20 14.40
LPARtit	TEXT	201 KB	Fri May 23 14:45:
WebLog.txt	TEXT	211 KB	Fri May 23 14:45:
] Serviets txt	TEXT	219 KB	Fri May 23 14:45:
DCS.txt	TEXT	156 KB	Fri May 23 14:45:
] Inventory.txt	TEXT	259 KB	Fri May 23 14:45:
] FlexCat.txt	TEXT	400 KB	Fri May 23 14:45:
] Services.txt	TEXT	159 KB	Fri May 23 14:45:
] Server.txt	TEXT	3 KB	Fri May 23 14:45:

Log File	Log time	Thread caller	Log type	Log message	
WebLog.txt	Thu May 22 18:32:11 CDT 2014	[-1114695875@qtp-1136789200-6]	DEBUG	com.ibm.ofm.server.servlets.logging.LoggingConsoleServlet:handlePost 1400801531157	DataReader
WebLog.txt	Thu May 22 18:32:11 CDT 2014	[-1114695875@qtp-1136789200-6]	DEBUG	com.ibm.ofm.server.servlets.logging.LoggingConsoleServlet:handlePost 1400801531157	DataReader
WebLog.txt	Thu May 22 18:32:11 CDT 2014	[-1114695875@qtp-1136789200-6]	DEBUG	com.ibm.ofm.server.servlets.logging.LoggingConsoleServlet:handlePost 1400801531157	key found in
WebLog.txt	Thu May 22 18:32:11 CDT 2014	[-1114695875@qtp-1136789200-6]	DEBUG	com.ibm.ofm.server.servlets.logging.LoggingConsoleServlet:handlePost 1400801531157	key found in
WebLog.txt	Thu May 22 18:32:11 CDT 2014	[-1114695875@qtp-1136789200-6]	DEBUG	com.ibm.ofm.server.servlets.logging.LoggingConsoleServlet:handlePost 1400801531158	DataReader
WebLog.txt	Thu May 22 18:32:11 CDT 2014	[-1114695875@qtp-1136789200-6]	DEBUG	com.ibm.ofm.server.servlets.logging.LoggingConsoleServlet:handlePost 1400801531158	DataReader
WebLog.txt	Thu May 22 18:32:11 CDT 2014	[-1114695875@qtp-1136789200-6]	DEBUG	com.ibm.ofm.server.servlets.logging.LoggingConsoleServlet:handlePost 1400801531158	key not foun
WebLog.txt	Thu May 22 18:32:11 CDT 2014	[-1114695875@qtp-1136789200-6]	DEBUG	com.ibm.ofm.server.servlets.logging.LoggingConsoleServlet:handlePost 1400801531158	key not foun
WebLog.txt	Thu May 22 18:32:11 CDT 2014	[-1114695875@qtp-1136789200-6]	DEBUG	com.ibm.ofm.server.servlets.logging.LoggingConsoleServlet:handlePost 1400801531159	Adding data
WebLog.txt	Thu May 22 18:32:11 CDT 2014	[-1114695875@qtp-1136789200-6]	DEBUG	com.ibm.ofm.server.servlets.logging.LoggingConsoleServlet:handlePost 1400801531159	Adding data
WebLog.txt	Thu May 22 18:32:12 CDT 2014	[-1114695875@qtp-1136789200-6]	DEBUG	com.ibm.ofm.server.servlets.logging.LoggingConsoleServlet:handlePost 1400801532358	Entering: di
WebLog.txt	Thu May 22 18:32:12 CDT 2014	[-1114695875@qtp-1136789200-6]	DEBUG	com.ibm.ofm.server.servlets.logging.LoggingConsoleServlet:handlePost 1400801532358	Entering: di
WebLog.txt	Thu May 22 18:32:12 CDT 2014	[-1114695875@qtp-1136789200-6]	DEBUG	com.ibm.ofm.server.servlets.logging.LoggingConsoleServlet:handlePost 1400801532358	dijitContai
WebLog.txt	Thu May 22 18:32:12 CDT 2014	[-1114695875@qtp-1136789200-6]	DEBUG	com.ibm.ofm.server.servlets.logging.LoggingConsoleServlet:handlePost 1400801532358	dijitContai
WebLog.txt	Thu May 22 18:32:12 CDT 2014	[-1114695875@qtp-1136789200-6]	DEBUG	com.ibm.ofm.server.servlets.logging.LoggingConsoleServlet:handlePost 1400801532367	Entering: a
WebLog.txt	Thu May 22 18:32:12 CDT 2014	[-1114695875@qtp-1136789200-6]	DEBUG	com.ibm.ofm.server.servlets.logging.LoggingConsoleServlet:handlePost 1400801532367	Entering: a
WebLog.txt	Thu May 22 18:32:12 CDT 2014	[-1114695875@qtp-1136789200-6]	DEBUG	com.ibm.ofm.server.servlets.logging.LoggingConsoleServlet:handlePost 1400801532371	Exiting: aug
WebLog.txt	Thu May 22 18:32:12 CDT 2014	[-1114695875@qtp-1136789200-6]	DEBUG	com.ibm.ofm.server.servlets.logging.LoggingConsoleServlet:handlePost 1400801532371	Exiting: aug
WebLog.txt	Thu May 22 18:32:12 CDT 2014	[-1114695875@qtp-1136789200-6]	DEBUG	com.ibm.ofm.server.servlets.logging.LoggingConsoleServlet:handlePost 1400801532371	Exiting: dijit
WebLog.txt	Thu May 22 18:32:12 CDT 2014	[-1114695875@qtp-1136789200-6]	DEBUG	com.ibm.ofm.server.servlets.logging.LoggingConsoleServlet:handlePost 1400801532371	Exiting: dijit
WebLog.txt	Thu May 22 18:32:12 CDT 2014	[-1114695875@qtp-1136789200-6]	DEBUG	com.ibm.ofm.server.servlets.logging.LoggingConsoleServlet:handlePost 1400801532377	taskObject
WebLog.txt	Thu May 22 18:32:12 CDT 2014	[-1114695875@qtp-1136789200-6]	DEBUG	com.ibm.ofm.server.servlets.logging.LoggingConsoleServlet:handlePost 1400801532377	taskObject
Nabl aa bt	Thu May 00 40:00:40 CDT 0044	1 444 4605075 Contro 4406700000 61	DEDUC	com ibm ofm consist consists I consists ConsolsConditionalleDoot 4400004520277	Entering: M



Watchdog data

- If the LXCA server takes a hard crash, a core dump will get taken.
- If "Download All Service Data" is performed, this core dump will be included as part of the FFDC .zip file, in the Files folder
- A Watchdog log file will also be included

Collecting diagnostics to debug customer problem

- From the Service and Support page, click on the "Management Server Files" tab
- Click on "Download All Service Data" button
- It will tell you how much data is to be captured. Then Click on "Download"
- A dialog will pop up asking where you want to store this (it will be a single .zip file).
 - If there is large amount of data, this may take a few minutes.
- FTP this .zip file to the Service team
- If you know exactly which FFDC instance is needed for a particular problem, click on the radio button for the instance in the table, and then click on "Download Selected"

Service and Support

From this page, you can download diagnostic files and collect diagnostics from managed endpoints. You can also work with Call Home.

Management Server Files	Server Files Endpoint Diagnostic Files Endpoint Actions Call Home Configuration Problem Record				Log Settings					
Use this tab to download diagnostic files from the xHardware Administrator.										
Number of diagnostic file inst	tances to keep : 200		ere is approximately 408 mpressed and downloade	.82 Megabytes in 410 file(s) that will be ed.						
Number of info file instances to keep : 100 Apply					Generate archive Cancel					
C Download All Service Data	Download logs only	A 🕅 🔁	All actions 👻							
Date and Time	▲ File				Description					
Mar 30, 2015, 12:11:24 PM	INFO_3 (ffdcCapt	ure_11001-3.zip)			com.lenovo.lxca.jol	o.ActionJob DumpID 11001				

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Viewing the diagnostic data – Log Viewer

- Get the latest version of the Log viewer:
 - Download the LogViewer.jar to your workstation.
 - Double-click on LogViewer.jar to open it. Then click on the "FFDC/Logs" button, then "Browse FFDC". Select the .zip file that
 was downloaded from the LXCA system.
 - Goal is to eventually integrate this into Multitool

٠	- Aller								
File									
ffdc / logs search									
Browse EEDC	FFDC instance name					File type	File size	Last time modified	
BIOWSETTEC	▼ 📄 ffdc_logs								
	▼ 📄 JJVAN_ffdc(2)								
Download remote FFDC	resources								
	► 📄 infos								
	▼ 📑 files					LINUCALOUAN	21/12	E-11-02-44-45-	
	serverCert.p	em				UNKNOWN	3 KB	Fri May 23 14:45:	\sim
	The fide Captu	re 15							
	MESS/	AGE.txt				TEXT	0 KB	Fri May 23 14:45:	
	🔻 🚞 ffdcCa	pture_15							
	MES	SSAGE.txt				TEXT	0 KB	Fri May 23 09:41:	
		enaenen enene							
		DataManagement.txt				TEXT	1152 KB	Fri May 23 09:41:	
						TEXT	156 KB	Fri May 23 09:41:	
	IdeCaptu	re_3							
	► Captu	re 7							
	► 🚰 ffdcCaptu	re 10							
	► 📄 ffdcCaptu	re_1							
	► 🚞 ffdcCaptu	re_2							V
	L og File	Log time	Thread caller		Log message				
	DataManagement tyt	Eri May 23 08:39:16 CDT	[nool-54-thread-1]	DEBUG	com ibm sta otto hardware implid	cs DCSCoppe	ctionPool:waitGra	hClient (waitGrahC	
	DataManagement txt	Fri May 23 08:39:16 CDT	[pool-54-thread-1]	DEBUG	com ibm stg otto hardware impl d	cs DCSConne	ctionPool:waitGra	bClient (waitGrabC	5
	DataManagement.txt	Fri May 23 08:39:16 CDT	[pool-54-thread-1]	DEBUG	com.ibm.stg.otto.hardware.impl.d	cs.DCSConne	ctionPool:dropCli	ent (dropClient) Dro	
	DataManagement.txt	Fri May 23 08:39:16 CDT	[pool-54-thread-1]	DEBUG	com.ibm.stg.otto.hardware.impl.d	cs.DCSConne	ctionPool:dropCli	ent (dropClient) Dro	
	DataManagement.txt	Fri May 23 08:39:16 CDT	[pool-54-thread-1]	DEBUG	com.ibm.stg.otto.hardware.impl.d	cs.DCSConne	ctionPool:waitGra	bClient (waitGrabC	
	DataManagement.txt	Fri May 23 08:39:16 CDT	[pool-54-thread-1]	DEBUG	com.ibm.stg.otto.hardware.impl.d	cs.DCSConne	ctionPool:waitGra	bClient (waitGrabC	
	DataManagement.txt	Fri May 23 08:39:16 CDT	[pool-54-thread-1]	DEBUG	com.ibm.stg.otto.hardware.impl.d	cs.DCSConne	ctionPool:dropCli	ent (dropClient) Dro	
	DataManagement txt	Eri May 23 08:39:16 CDT	[pool-54-thread-1]	DEBUG	com ibm sto otto hardware implid	cs DCSConne	ctionPool:dronCli	ent (dronClient) Dro	

Usage of Log Viewer

- In order for this JAR file to run, you must have the version 1.7 java jvm installed on your workstation..
- To use the tool:
- Double-click on the JAR file to open the UI
- Click on the "FFDC/Logs" button in the upper left corner.
- Click on the "Browse" button, and navigate to the location on your workstation where you stored the FFDC file.
- Multiple FFDC .zip archives can be selected, all will be extracted in a temporary directory ffdc_instances, which is the root in the first table.
- Also, if an ffdc archive contains inner .zip archives, those will be extracted as well.
- Open the twisties for the FFDC archive files, to view the available files. 'Appenders" are the dumps of any in-memory log buffers
- If there are FFDC files that were collected over time, those are in the "File" folder. There will be an FFDC archive for each one.
- To open a file, left-click to select it, Then right-click, and select "Open" to open the file with Notepad, or "Open With" to open with the application of your choice. If you want to open the file in the table below, there is also the first option "Show file".
- In the "Open with" function, you have the possibility of typing an executable name (for example notepad++ on windows, or gedit on ubuntu), or you can search for an executable.
- If you multi-select multiple files (ctrl-click or shift-click), then right click to open, all of the selected log files will be intermixed in chronological order, in the window at the bottom. Also, the "Open files" option is available if you select a single folder which contains multiple inner log files or othe folders. All the files which are in this hierarchy will be intermixed in the table below.
- To look for a text string in all of the files, click on the "Search" button in the upper left. Choose "highlight results" or "filter results", and then click on "Search"
- As an alternative to download the FFDC file beforehand, the tool can connect directly to an xHMC server and download the files directly. To
 do this, select "Download Remote FFDC" from the "FFDC/Logs" menu.

What's included in FFDC .zip file when "Download All" is performed?

There are 4 main folders

Appenders

- Dump of each in-memory buffer
- Dump of console logs
- **Dump** of trace buffer (if enabled)

Info

- Event Log
- Audit Log
- Output of FlexCat debug script
- Version/Build info

Files

- All previously-captured **FFDC** data
- All previously-captured INFO data
- LXCA.log
- All archives of LXCA.log
- Watchdog files
- stderr.log
- Config Pattern debug files
- Boot.log
- Security files
- df.txt & dmesg.ext

Resources

- List of all managed resources
- List of **RPMs**
- Job status info

What if LXCA UI is not functional?

- The basic procedure to collect data when the UI is not functional is:
 - Shut down the LXCA virtual appliance
 - Mount the image
 - Pull off the appropriate files
 - FTP the files to the Service team

- Overview of function
- Configuration
- Troubleshooting



 Multitool can be used to move to the data to a repository that is viewable by Lenovo personnel.

XClarity Administrator Call Home GA1 function list

Function	Description
Automatically triggered	XClarity Call Home automatically triggered by 'Call Home' event received from managed endpoint IMM(ITE & rack), CMM, IOM
Automatic problem record creation	Call Home automatically opens problem record at IBM
Automatic FFDC collection	XClarity initiates FFDC collection from endpoint when triggered by 'Call Home' event. FFDC from endpoint plus subset of XClarity FFDC get automatically sent to IBM (and attached to problem record)
Disables endpoint Call Homes	When XClarity Call Home gets enabled, XClarity initiates the disabling of Call Home on all managed endpoints, and on new endpoints as they become XClarity-managed
Simple UI to configure Call Home	One panel to fill in all required information and enable
Call Home Test function	Allows user to validate that Call Home will work once its configured
Allow users to disable Call Home, manually inspect FFDC, and send	If Call Home is disabled, endpoint FFDC still gets collected (triggered by Call Home events). Users can view all FFDC that has been collected, download it to their workstation, and choose to FTP to IBM support as needed.
Configure different contact/location per endpoint	Initial FFDC config has default contact/location information to use for Call Home. But user can choose any endpoint, and provide custom contact/location info for it.
Allow manual FFDC collection to attach to problem record	User can choose any managed endpoint, initiate FFDC collection for it, then attach to an existing problem record at IBM.
UI to show status of all problem records initiated by that xHMC	View the status of all PMRs opened from that XClarity, including what event triggered each, and what FFDC files were sent
Allow manual re-enablement of endpoint Call Home	If a user chooses not to use xHMC Call Home, XClarity UI can be used to re-enable Call Home on an endpoint.
Suppression of duplicates	If a Call Home event is received for an endpoint, with the same event ID, it will be suppressed as long as the original problem record is still open.

Service and Support

From this page, you can download diagnostic files and collect diagnostics from managed endpoints. You can also work with Call Home.

anagement Server Files Endpoint I	Diagnostic Files	Endpoint Actions		Problem Record Status	Log
able/Disable Call Home					
🕐 Enable Call Home: 📃					
onfigure number of call home r	etries				
Number of call home retries:	2	*			
Minimum timeout between retries:	2	* *			
Apply					
nable/Disable Call Home on all	endpoints				
nable/Disable Call Home on all	endpoints				
nable/Disable Call Home on all Enable Call Home on all endpoints	endpoints Disable Ca	all Home on all endpo	pints		
nable/Disable Call Home on all Enable Call Home on all endpoints	endpoints Disable Ca	all Home on all endpo	pints		
Enable Call Home on all endpoints	endpoints Disable Ca	all Home on all endpo	bints		
nable/Disable Call Home on all Enable Call Home on all endpoints onfigure Call Home	endpoints Disable Ca	all Home on all endpo	bints		
nable/Disable Call Home on all Enable Call Home on all endpoints onfigure Call Home * Contact Name	endpoints Disable Ca Joe User	all Home on all endpo	pints		
Enable Call Home on all Enable Call Home on all endpoints Enable Call Home * Contact Name * Company Name	endpoints Disable Ca Joe User	all Home on all endpo	bints		
Enable Call Home on all Enable Call Home on all endpoints Enable Call Home * Contact Name * Company Name	endpoints Disable Ca Joe User Lenovo	all Home on all endpo	bints		
Enable/Disable Call Home on all Enable Call Home on all endpoints Enable Call Home * Contact Name * Company Name * Country	endpoints Disable Ca Joe User Lenovo UNITED STAT	all Home on all endpo	bints		
Enable/Disable Call Home on all Enable Call Home on all endpoints Configure Call Home * Contact Name * Company Name * Country * Email	endpoints Disable Ca Joe User Lenovo UNITED STAT JoeUser@lend	all Home on all endpo	pints		
Enable/Disable Call Home on all Enable Call Home on all endpoints Enable Call Home * Contact Name * Company Name * Country * Email * Phone Number	endpoints Disable Ca Joe User Lenovo UNITED STAT JoeUser@lend 507-555-5555	all Home on all endpo	bints		
Enable/Disable Call Home on all Enable Call Home on all endpoints Onfigure Call Home * Contact Name * Company Name * Country * Email * Phone Number * Street Address	endpoints Disable Ca Joe User Lenovo UNITED STAT JoeUser@lend 507-555-5555 3033 41st St.	all Home on all endpo	bints		

Enable Proxy:



- From Administration -> Service and Support, select the "Call Home Configuration" tab
- Fill out the required contact/location information, then click on "Apply"
- Click on "Test Configuration" This will take several minutes
- If successful, then click the check box for "Enable Call Home"
- Note: There is no need to "Enable/disable Call Home on all endpoints". Call Home is automatically disabled on all endpoints when LXCA Call Home is enabled.
 - The only reason to Enable Call Home on all Endpoints is if you decide later to not utilize the LXCA Call Home function, or are going to unmanage all of the servers.

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Service and Support

From this page, you can download diagnostic files and collect diagnostics from managed endpoints. You can also work with Call Home.

Ma	anagement Server Files Endpoint Diagnostic File	es Endpoint Actions Call Home	Configuration Problem Record Status Log Settings
P	erform Call Home Test Manually Open Service T Il actions 💌	icket 强 🚺 🖉 隊 Create Contact	Filter
	Systems	Machine Type	Call Home Status
0	IO Module 02	Switch	Unknown state
0	IO Module 03	Switch	Unknown state
0	SN#Y034BG16F03V	Chassis	Disabled by CMM
۲	SN#Y034BG16F03V	СММ	Disabled
8	ite-bt-890-imm1.labs.lenovo.com	Node	Disabled by CMM
0	ite-bt-214-imm1.labs.lenovo.com	Node	Disabled by CMM
0	ite-bt-106-imm1.labs.lenovo.com	Node	Disabled by CMM
0	ite-kt-1268-imm1.labs.lenovo.com	Node	Disabled by CMM
0	node11	Node	Disabled by CMM
0	N5Lower	Node	Disabled by CMM
0	node03	Node	Disabled by CMM
0	node07	Node	Disabled by CMM
0	node02_2	Node	Disabled by CMM
0			

- Call Home can be customized per endpoint
 - Each rack server or chassis can have a unique contact person
- Steps
 - 1. Select the system
 - 2. Click on "Create Contact Profile"
 - 3. Fill in the contact info when prompted, and click on "Save"
- The next time a Call Home is done for that endpoint (or any node in that chassis), the custom contact info will be used

Service and Support

From this page, you can download diagnostic files and collect diagnostics from managed endpoints. You can also work with Call Home

Man	agement Server Files Endpoint Diagnostic File	es Endpoint Actions Ca	I Home Configurat	tion Problem Record	Status L	.og Settings
Per All a	form Call Home Test Manually Open Service T	icket Collect Service D	🎅 Data		Filter	
-	Systems	Machine Type	(Call Home Status		
\bigcirc	* xlab-Pureflex	Chassis	ι	Unknown state		~
0	- SN#Y010BG48D07Z	Chassis	ι	Unknown state		
0	SN#Y010BG48D07Z	СММ	ι	Unknown		
0	Blacktip	Node	ι	Unknown state		
0	Kestral	Node	ι	Unknown state		
0	Congo	Node	ι	Unknown state		
0	CaraCara_1	Node	ι	Unknown state		
0	Caracara_2	Node	ι	Unknown state		
0	IO Module 01	Switch	ι	Unknown state		
\circ	IO Module 02	Switch		Unknown state		
0	IO Module 03	Switch	ι	Unknown state		
0	SN#Y034BG16F03V	Chassis	[Disabled by CMM		
	SN#Y034BG16F03V	СММ	[Disabled		~
~	He ha ono immed laber landing and					

FFDC can be manually collected from endpoints

 Not all customers allow internet access to their management server, so no call home

Steps:

- 1. Select a system, using radio button
- 2. Click on the "Collect Service Data" button
- 3. Save the file to your workstation when prompted
 - An option will also be given to attach the file to an open problem record

View problem record status

- All problem records initiated by LXCA will be displayed in the "Problem Record Status" tab
- You may need to click on "Refresh" to get the full list
- The "State" is retrieved from the IBM servers every 30 minutes.
 - A forced update can be done by doing "Refresh Server List" under "All actions"
- Users can choose to delete problem records from the list.
 - They may want to do this after they move to "Closed" state

Service and Support

Fro	om this page, you can download diagnostic files and o	collect diagnostics from managed endp	points. You can also work	with Call Home.							
Ма	nagement Server Files Endpoint Diagnostic File	es Endpoint Actions Call He	lome Configuration	Problem Record Status Log	Settings						
U	pload archive 🥂 🛛 🔁 🛛 📸 🛛 All act	tions 👻						Filter			
	Problem record number	State	Туре		Source ID	Event ID	Component ID	Last Update			
	USE0DSBKZTM	Processing	Normal		98CC4DD31AF649DAA2CD533D05909ABB	00038503	98CC4DD31AF649DAA2CD533D05909ABB	Apr 2, 2015, 4:07:24 PM			
	USE0DSBL8BL	Processing	Test		FFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFF	FQXHMSS1045I		Apr 2, 2015, 4:07:25 PM			
	USE0DSBKZTJ	Processing	Normal		98CC4DD31AF649DAA2CD533D05909ABB	00038503	66d917069e6411e000c800c800c800c8	Apr 2, 2015, 4:07:25 PM			
	USE0DSBL89Z	Closed	Normal		FFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFF	FQXHMSS5098I	8808E990DF8F11D4B40ADC2E2E2E2EEA	Apr 2, 2015, 4:07:25 PM			

Troubleshooting Call Home and endpoint FFDC collection

- Tip: Ensure that you do not already have a job in progress for downloading all service data (see <u>Monitoring jobs</u>). If a user started a job that is still in progress, that same user must wait until the job completes before attempting to download all service data again; otherwise, the second attempt will fail.
- Tip: If the Unknown State status is displayed in the Call Home Status column, refresh the browser to display the correct status.
- Tip: If the Flex switch is set up to get the dynamic network settings (IP address, netmask, gateway, and DNS address) over DHCP, ensure that the Flex switches have consistent settings (for example, ensure that the IP address is in the same subnet as the CMM).

Backup

Enabling AspectJ tracing and FFDC collection

- In order to improve performance, AspectJ is no longer enabled for tracing or for automatic collection of FFDC for uncaught exceptions. However, a REST command can be run to re-enable one or both of these functions.
- To get the current data do a simple GET on /ffdc/settings/
- And to change the state, do a PUT on /ffdc/settings with JSON Body: {"autoDumpStatus":"false","fileTraceStatus":"false","outputAspectStatus":"fal se" } or {"autoDumpStatus":"true","fileTraceStatus":"true", ,"outputAspectStatus":"true" }.
 - It is not required for all of them to be present in the PUT, just the one that is desired to be changed.
 - Note that changing outputAspectJStatus to false also disables the 2 other parameters.

Entry/Exit Tracing

- For most components, there is automatic tracing of entry and exits
 - Note: This is disabled by default. It can be enabled by doing a POST to REST API /ffdc/settings
- This data is only logged to an in-memory buffer
- This buffer is only dumped to disk when:
 - User clicks on "Download All" for FFDC
 - A specific LogDump ID indicates dump the trace appender
 - The AspectJ support dumps FFDC for any unhandled exception
- This will show up in the FFDC .zip file as Trace.txt in the Appenders folder

