Collecting logs with Nutanix

Using Prism and CVM

Collecting logs with Nutanix overview

There are two methods to collect Nutanix logs:
• Prism Web console
• NCC CLI commands

Users can collect logs directly from the Home dashboard of the Prism Web console. Logs can be collected for controller VMs, file server, hardware, alerts, hypervisor, and for the system. After the task finishes, the log bundle is available for download from the Tasks dashboard.

User are suggested to collect logs from the Prism Web console as it is easier to perform the action. Support may also request for NCC CLI command outputs for additional logs on individual hardware components for further analysis.

Collecting logs with Prism
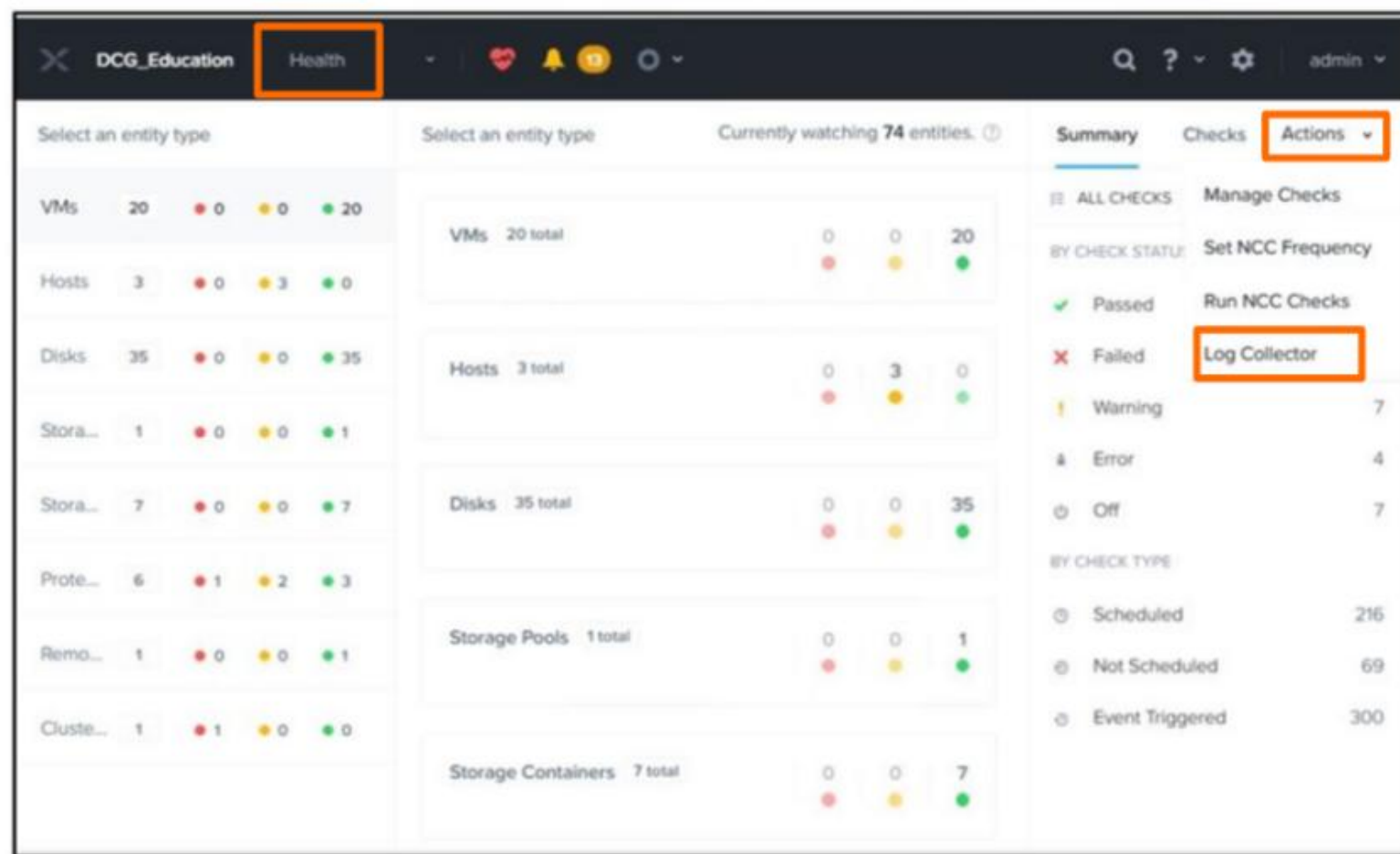
To collect service logs, log in to Prism.

PRISM

username

password

Having issues logging in?
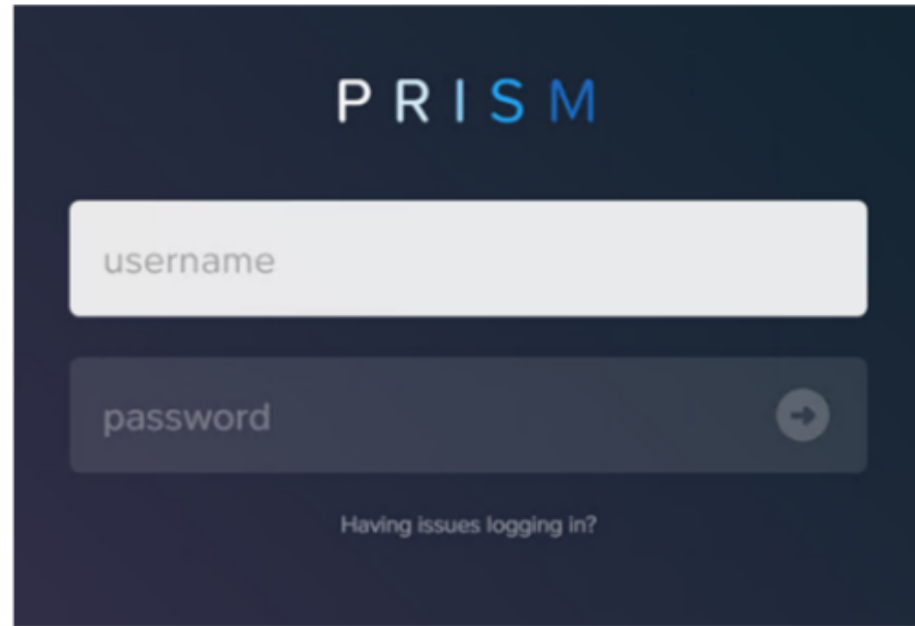
Click each step in turn to see the procedure.

Step **1**—**2**—**3**—**4**

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Collecting logs with Prism

On the **Health** dashboard, select **Log Collector** from the **Actions** drop-down menu.
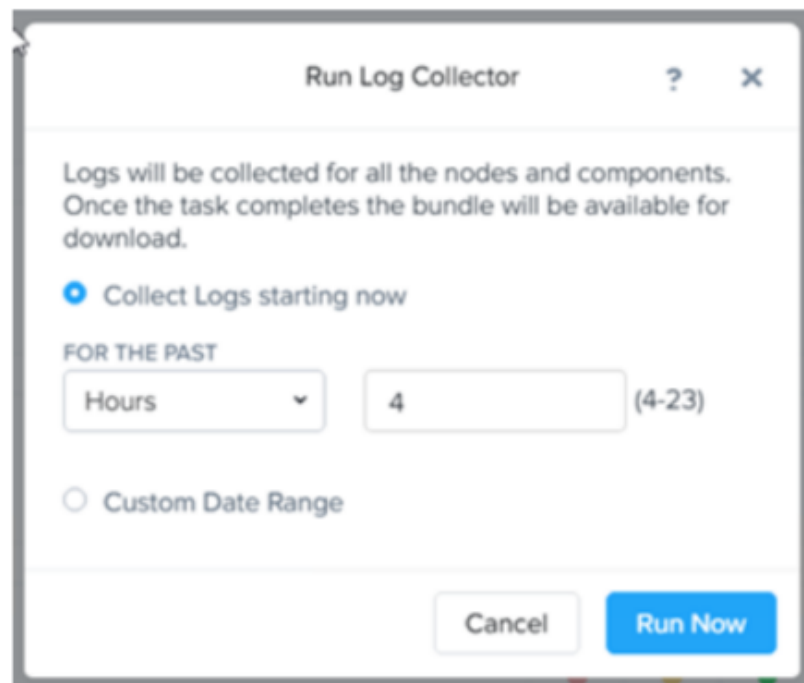

Step ①—②—③—④

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Collecting logs with Prism

Collect the logs.

a) **Collect Logs starting now**: Select this option and set the time period in either hours or days.

b) **Custom Date Range**: Select this option and set the date range using the **Start From** and **End By** fields.
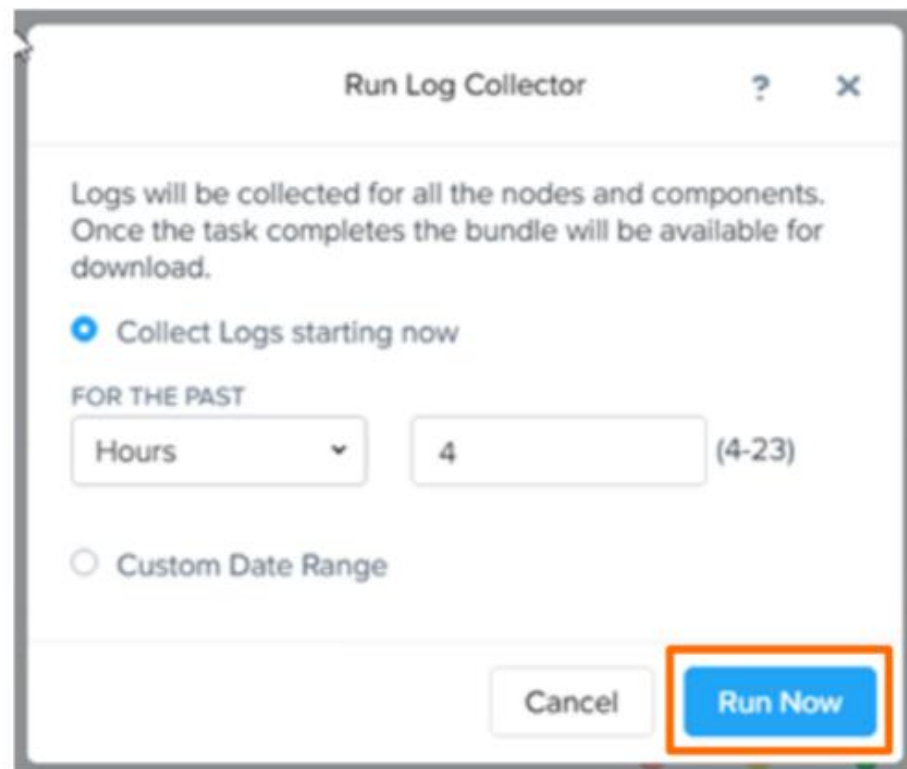

Step ①—②—③—④

Collecting logs with Prism

Click **Run Now** to start the operation.

Step ①—②—③—④

Collecting logs with Prism

When the operation is complete, users can download the log bundle for the last two runs and send it to a support case. Go to the **Task** dashboard, find the log bundle task entry, and download the log bundle. (Click **HERE** to see a screenshot.)

The log file is in a zipped format. Lenovo Support must use the Nutanix support portal to open a case. (For more information, refer to course ES41641H - Servicing Lenovo ThinkAgile HX Series appliances and certified nodes.)

Step ❶—❷—❸—④

Type name to filter by   Filters

30 Total Tasks   1 - 20 of 30 < >

Operation Message	Entity	Percent	Status	Create Time	Duration
Log collector	Cluster	100%	Succeeded		
			Click to download the complete log bundle.		
Log collector	Cluster	100%	Succeeded	09/11/19, 04:54:24 AM	15 minutes ...
Health check	Cluster	100%	Succeeded	09/11/19, 04:48:05 AM	3 minutes 1...
Log collector	Cluster	100%	Succeeded	09/11/19, 03:30:21 AM	12 minutes ...
LCM operations completed successfully	Details	100%	Succeeded	09/11/19, 03:02:30 AM	4 minutes 1...
LCM operations completed successfully	Details	100%	Succeeded	09/10/19, 03:02:28 AM	4 minutes 1...
Operation failed. Reason: Failed to download LCM metadata(signature) from [http://download.nutanix.com/lcm/2.0/	Details	100%	Failed	09/09/19, 07:47:25 PM	52 seconds

Collecting logs with CVM

To collecting logs with CVM, first log in to CVM IP address. Then run one of the following commands to get all hardware status:

- Show all hardware information - `#ncc hardware_info show_hardware_info`
- Hardware related checks - `#ncc health_checks hardware_checks run_all`

The output progress will be shown on your terminal, and also saved to an output file under `/home/nutanix/data/log_collector/CVM_IP_address-logs/CVM_IP_address_output`

Use SCP or WINSCP software to download the logs from CVM.

> **Note:**
> - Users can enter `--help` after the command to get more details.
> - The health check overview section contains more example of NCC health check commands for the individual components.

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