Commands to Show Device Information Needed for OneCall Maintenance

What We Need

For your Isilon storage array, we would need a bit more information from your configuration to quote. The isi_gather files will give us everything we need to quote out your system. Below are instructions on how to run these gather reports from the Isilon System Manager.

Why This Matters

Learn what happens with the outputs retrieved and why we need the information from these commands at PivIT's Sparing Integrity Program.

How to use this guide and table below:

1. Log into the Isilon System Manager
2. Select Help Diagnostics settings

3. Select the "Do not upload" button.
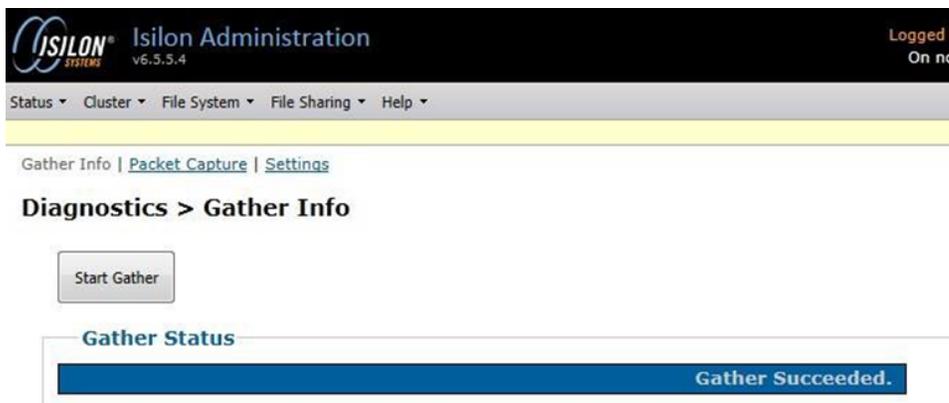
4. Select the "Gather Info" link and then click on the "Start Gather" button.
5. Once the gather completes, locate the files in the archived Info Manager and click on "download" and save the file locally. (See image on next page)
6. Return the output file received from device to PivIT in a **.txt format** using the following secure link:
   a. Return Link: https://onecall.pivitglobal.com/file-upload/quote

This will collect the Infiniband Switch info isi02-1# cat /var/log/opensm*.topo | grep "Device\[0\]" output (customer will need to run this command on the cluster).

Example of output:

Device[0] =>   0002c9020046403b 0002c90200464038 (SW, 8) Infiniscale-IV Mellanox Technologies

**Contact your PivIT Account Rep with any questions.