

# 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 OneFS GUI.

## Why This Matters

Learn what happens with the outputs retrieved and why we need the information from these commands at [PIVIT's Spraying Integrity Program](#).

## How to use this guide and table below:

1. Using OneFS Web Interface, log into any node using the root account
2. For OneFS version 7.0 and later:
  - a. Click on "help" or "Cluster Management"
  - b. Click on "Diagnostics"
3. For OneFS version 6.5 and earlier:
  - a. Click on "help" or "Cluster Management"
  - b. Point to "diagnostics"
  - c. Select "gather info"



4. Click on "start gather" (see image on next page)
5. Wait for files to be gathered – this may take several minutes
6. Click "download" (this function is located under the "Archived Information Manager") (see image on next page)

OneFS STORAGE ADMINISTRATION

Logged in as root | [Log out](#) | [Help](#) ?

Cluster Name: dialhome (OneFS Version: 8.0.0.7)

Dashboard ▾ Cluster Management ▾ File System ▾ Data Protection ▾ Access ▾ Protocols ▾

### Cluster Diagnostics

Gather Info Packet Capture Settings

Start Gather

Gather Status

Upload Status

Log  
 [±] Expand

#### Archived Info Manager

Filename	Date	Size	Actions
IsilonLogs-dialhometes-20201216-173416.tgz	2020-12-16 12:34:26	27.4 MB	<a href="#">Download</a> <a href="#">Upload</a> <a href="#">Delete</a>
IsilonLogs-dialhometes-20201124-162446.tgz	2020-11-24 11:24:52	15.4 MB	<a href="#">Download</a> <a href="#">Upload</a> <a href="#">Delete</a>
IsilonLogs-dialhometes-20201109-200814.tgz	2020-11-09 15:08:18	12.8 MB	<a href="#">Download</a> <a href="#">Upload</a> <a href="#">Delete</a>

7. Return the output file received from device to PivIT in a **.txt format** using the following secure link:
  - a. Return Link: <https://onecall.pivitaglobal.com/file-upload/quote>

*\*\*Contact your PivIT Account Rep with any questions.*