## PIVIT



## Commands for VxRail Needed for OneCall Maintenance

#### What We Need

Output Specifications from your device to quote and onboard your spare.

#### **Why This Matters**

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

#### Procedure

### How to collect all VxRail log bundles for OneCall Support

Summary: This article provides information on how to perform manual/automatic log collection on a VxRail appliance.

The following are instructions on how to generate a VxRail support log bundle either through the VxRail UI or through vSphere Web Client to gather the standard logs required by OneCall Support for troubleshooting the VxRail Appliance.

If the interfaces are not available, you will need to contact OneCall Support to gather the logs.

#### Cause

Support logs are necessary when an issue occurs with your VxRail Appliance.

#### Resolution

There are three different log bundles included in the automated log collection used for troubleshooting VxRail Appliances. They are:

- VxRail Log Bundle (contains the VxRail, Mystic and Loudmouth logs) accessible through VxRail UI
- ESXi Log Bundle (is the standard ESXi log bundle from ESXi host troubleshooting) accessible through vSphere Web Client vCenter
- vCenter Log Bundle (is the standard vCenter Support bundle from vCenter server) accessible through vSphere Web Client

OneCall Support can generate the full log bundle through ESRS or a command line interface if necessary.

**PIVIT** VxRail Automatic Log Collection Procedure



#### Automated Log Collection is Available through the VxRail UI.

- 1. Log into the VxRail Manager with the administrator account
- 2. Navigate to the Config>General

VERAIL	System Market Ceneral
DASHBOARD	About VxRail
SUPPORT	VxRail Version 4.0.301-6026519
	Set Support Account
EVENTS	Support username/password has not been set.
	Set Support Account
•	Log Collection
CONFIG	Generate New Log Bundle

3. Click the button below to generate the VxRail Log Bundle



4. The log bundles will be downloaded to your workstation. Transfer the compressed file to OneCall Support at: <u>https://onecall.pivitglobal.com/file-upload/quote</u>

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### ESXi and vCenter Server Log Collection Procedure

To generate the ESXi log and vCenter Server bundle, follow these steps:

1. Use VMware vSphere Web Client to connect to the vCenter Server with the administrator account

2. Select the vCenter Server as highlighted in the following image:



3. Right-click and select *Export System Logs* 

<b>m</b> ware <sup>,</sup> vSphere Web C	lient	<b>≜</b>	U   Launch vSp
Navigator J	K 🕝 vc	sa-qta2.vxlab.local 📋 🎦 🎲 😼 🖓 Action	IS ₹
Back	Gettir	ng St Summary Monitor Configure Permissi	Datacenters Hosts & C VIV
		X X	
VCSB QC22 C Actions - vcsa-qta	2.vxlab.loca	pup	Role
VxRa New Folder		3PHERE.LOCAL\Administrators	Administrator
		3PHERE.LOCAL\vpxd-aee9184b-ab7f-4e82-9b09	Administrator
📋 es 🎾 Deploy OVF Te	mplate	3PHERE.LOCAL\vsphere-webclient-aee9184b-ab7	Administrator
es Export System	Logs	SPHERE LOCAL Administrator	Administrator
📳 es 🚒 Assign License		railmgmt	VMware HCIA Management
VI Settings VI VI VCenter HA Set	tings	3PHERE.LOCAL\vpxd-extension-aee9184b-ab7f-4	Administrator
🗗 VI Tags & Custom	Attributes		
Add Permission	Ĺ.,		
Alarms			
Update Manage	er	•	

# ΡΙΫΙΤ



### 4. Select all components (see image below):

1 Select hosts	Selec	Select hosts					
2 Select logs	Select nost logs to put into an export bundle. You can optionally include voenter Server and VSphere Web						
		Name	Status	Cluster	Datacenter		
	1	esxivxqta2-1.vxlab.local	Connected	VxRail-Virtual-SA	📠 VxRai		
		esxivxqta2-2.vxlab.local	Connected	VxRail-Virtual-SA	📗 VxRai		
	1	esxivxqta2-3.vxlab.local	Connected	VxRail-Virtual-SA	📗 VxRai		
		esxivxqta2-4.vxlab.local	Connected	VxRail-Virtual-SA	🕞 VxRai		
	V In	clude vCenter Server and vSpher	e Web Client logs.				
	Th	ne vCenter Server system you sele	ected does not support e	export of individual system logs.	All		
	sy	stem logs will be exported from v(	Center Server.				

Proceed with the wizard and select a folder on your workstation to download the log bundle. Share file with OneCall Support:

https://onecall.pivitglobal.com/file-upload/quote