



# Collect logs for troubleshooting

## HCI

Michael Wallis, Ann-Marie Grissino, Dave Bagwell  
October 26, 2020

This PDF was generated from [https://docs.netapp.com/us-en/hci/docs/task\\_hcc\\_collectlogs.html](https://docs.netapp.com/us-en/hci/docs/task_hcc_collectlogs.html) on November 02, 2020. Always check docs.netapp.com for the latest.

# Table of Contents

- Collect logs for troubleshooting..... 1
  - Use NetApp Hybrid Cloud Control to collect logs ..... 1
  - Use the REST API to collect logs..... 2

# Collect logs for troubleshooting

If you have trouble with your NetApp HCI or SolidFire all-flash storage installation, you can collect logs to send to NetApp Support to help with diagnosis. You can either use NetApp Hybrid Cloud Control or the REST API to collect logs on NetApp HCI or Element systems.

## *What you'll need*

- Ensure that your storage cluster version is running NetApp Element software 11.3 or later.
- Ensure that you have deployed a management node running version 11.3 or later.

## *Log collection options*

Choose one of the following options:

- [Use NetApp Hybrid Cloud Control to collect logs](#)
- [Use the REST API to collect logs](#)

## Use NetApp Hybrid Cloud Control to collect logs

You can access the log collection area from the NetApp Hybrid Cloud Control Dashboard.

### *Steps*

1. Open a web browser and browse to the IP address of the management node. For example:

```
https://[management node IP address]
```

2. Log in to NetApp Hybrid Cloud Control by providing the NetApp HCI or Element storage cluster administrator credentials.
3. From the Dashboard, click the menu on the upper right.
4. Select **Collect Logs**.

The **Collect Logs** page appears. If you have collected logs before, you can download the existing log package, or begin a new log collection.

5. Select a date range in the **Date Range** drop-down menu to specify what dates the logs should include.

If you specify a custom start date, you can select the date to begin the date range. Logs will be collected from that date up to the present time.

6. In the **Log Collection** section, select the types of log files the log package should include.

For storage and compute logs, you can expand the list of storage or compute nodes and select individual nodes to collect logs from (or all nodes in the list).

7. Click **Collect Logs** to start log collection.

Log collection runs in the background, and the page shows the progress.



Depending on the logs you collect, the progress bar might remain at a certain percentage for several minutes, or progress very slowly at some points.

8. Click **Download Logs** to download the log package.

The log package is in a compressed UNIX .tgz file format.

## Use the REST API to collect logs

You can use REST API to collect NetApp HCI or Element logs.

### Steps

1. Locate the storage cluster ID:
  - a. Open the management node REST API UI on the management node:

```
https://[management node IP]/logs/1/
```

- b. Click **Authorize** and complete the following:
  - i. Enter the cluster user name and password.
  - ii. Enter the client ID as `mnode-client` if the value is not already populated.
  - iii. Click **Authorize** to begin a session.
2. Collect logs from NetApp HCI or Element:
  - a. Click **POST /bundle**.
  - b. Click **Try it out**.
  - c. Change the values of the following parameters in the **Request body** field depending on which type of logs you need to collect and for what time range:

| Parameter                      | Type        | Description   |
|--------------------------------|-------------|---|
| <code>modifiedSince</code>     | Date string | Only include logs modified after this date and time. For example, the value "2020-07-14T20:19:00.000Z" defines a start date of July 14, 2020 at 20:19 UTC.  |
| <code>computeLogs</code>       | Boolean     | Set this parameter to <code>true</code> to include compute node logs.   |
| <code>computeIds</code>        | UUID array  | If <code>computeLogs</code> is set to <code>true</code> , populate this parameter with the management node asset IDs of compute nodes to limit log collection to those specific compute nodes. Use the GET <a href="https://[management node IP]/logs/1/bundle/options">https://[management node IP]/logs/1/bundle/options</a> endpoint to see all possible node IDs you can use. |
| <code>mnodeLogs</code>         | Boolean     | Set this parameter to <code>true</code> to include management node logs.  |
| <code>storageCrashDumps</code> | Boolean     | Set this parameter to <code>true</code> to include storage node crash debug logs.   |
| <code>storageLogs</code>       | Boolean     | Set this parameter to <code>true</code> to include storage node logs.   |
| <code>storageNodeIds</code>    | UUID array  | If <code>storageLogs</code> is set to <code>true</code> , populate this parameter with the storage cluster node IDs to limit log collection to those specific storage nodes. Use the GET <a href="https://[management node IP]/logs/1/bundle/options">https://[management node IP]/logs/1/bundle/options</a> endpoint to see all possible node IDs you can use.                   |

d. Click **Execute** to begin log collection.

The response should return a response similar to the following:

```
{
  "_links": {
    "self": "https://10.1.1.5/logs/1/bundle"
  },
  "taskId": "4157881b-z889-45ce-adb4-92b1843c53ee",
  "taskLink": "https://10.1.1.5/logs/1/bundle"
}
```

3. Check on the status of the log collection task:

- a. Click **GET /bundle**.
- b. Click **Try it out**.
- c. Click **Execute** to return a status of the collection task.
- d. Scroll to the bottom of the response body.

You should see a `percentComplete` attribute detailing the progress of the collection. If the collection is complete, the `downloadLink` attribute contains the full download link including the file name of the log package.

- e. Copy the file name at the end of the `downloadLink` attribute.

4. Download the collected log package:

- a. Click **GET /bundle/{filename}**.
- b. Click **Try it out**.
- c. Paste the file name you copied earlier into the `filename` parameter text field.
- d. Click **Execute**.

After execution, a download link appears in the response body area.

- e. Click **Download file** and save the resulting file to your computer.

The log package is in a compressed UNIX .tgz file format.

## Find more information

- [NetApp HCI Documentation Center](#)
- [NetApp HCI Resources Page](#)

## Copyright Information

Copyright © 2020 NetApp, Inc. All rights reserved. Printed in the U.S. No part of this document covered by copyright may be reproduced in any form or by any means-graphic, electronic, or mechanical, including photocopying, recording, taping, or storage in an electronic retrieval system-without prior written permission of the copyright owner.

Software derived from copyrighted NetApp material is subject to the following license and disclaimer:

THIS SOFTWARE IS PROVIDED BY NETAPP “AS IS” AND WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY DISCLAIMED. IN NO EVENT SHALL NETAPP BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

NetApp reserves the right to change any products described herein at any time, and without notice. NetApp assumes no responsibility or liability arising from the use of products described herein, except as expressly agreed to in writing by NetApp. The use or purchase of this product does not convey a license under any patent rights, trademark rights, or any other intellectual property rights of NetApp.

The product described in this manual may be protected by one or more U.S. patents, foreign patents, or pending applications.

RESTRICTED RIGHTS LEGEND: Use, duplication, or disclosure by the government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.277-7103 (October 1988) and FAR 52-227-19 (June 1987).

## Trademark Information

NETAPP, the NETAPP logo, and the marks listed at <http://www.netapp.com/TM> are trademarks of NetApp, Inc. Other company and product names may be trademarks of their respective owners.