



HPE EVA Storage - Capturing Log Files, Configuration and Performance Data

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Environment

- HPE Enterprise Virtual Array (EVA) P6000 Storage
 - HPE 4400/6400/8400 EVAs
 - HPE 4100/6100/8100 EVAs
 - HPE 4000/6000/8000 EVAs
 - HPE 3000/5000 EVAs
-

Issue

Controller Events
Controller Termination Events
Controller Configuration Dump
Capture system information
SSSU log report
Collecting EVA configuration
Collecting EVA Performance
data

Cause

For EVA analysis by HPE support.

Resolution

This article contains the following sections:

- Steps for capturing log files.
- Steps for collecting EVA configuration.
- Steps for collecting EVA performance data.

Steps for capturing log files:

Method 1: One Stop Log Collection from CommandView EVA

Click on the link below to collect the following 3 important logs required by HPE support:

- a. Controller events.
- b. Controller termination events.
- c. Controller configuration dump (Same as SSSU report).

- [Click here to view steps for One Stop Log Collection from Command View 10.x.](#)
- [Click here to view steps for One Stop Log Collection from Command View 9.x.](#)

Method 2: Collecting Event log from Command View EVA

1. Select the **Storage** at Navigation Pane.
2. Click **View Events** button on Content Pane and select the Event Type.
 - a. Management Agent Event Log.
 - b. Controller Event Log.
 - c. Controller Termination Log.
3. Click **get log file...**

NOTE: Parse files are not required.

Method 3: Single Button Capture (SBC)

1. Open Command View in a browser.
2. To access the field service page, append **/fieldservice** (include the slash /) to the URL address displayed in the browser, and hit <enter>.
3. Select the EVA of interest from the drop down list and click on the **Select System** button.
4. Select **Capture System Information** from Field Service Options page.
5. Save *CaptureSystemInfo.zip* file and send it to Response center.

CaptureSystemInfo.zip contains the following files:

```
<WWN>.last.sceventfile.binary
<WWN>.sceventfile.binary - Contains the storage system controller events
<WWN>.sceventstatefile.txt
<WWN>_MLD.bin
<UUID>.bridgelog.txt
<UUID>.termeventfile.binary - Contains the storage system controller termination events
basedump.txt
hsvmatracefile.last.txt
hsvmatracefile.txt
NsaServer.ini
scmi_cmd.last.log
scmi_cmd.log
```

Method 4:

C:\hsvmafiles directory contents (When EVA is completely down)

- Collect the entire contents of *C:\hsvmafiles* directory of SMA system for a single EVA configuration.
- If multiple EVAs are managed by the management station, select only the 5000.xxx.xxx.xxx (where 5000.xxxx is EVA WWN) directories for all the down EVA.
- Zip the appropriate folder ensuring **include subfolders** is selected.

Steps for collecting EVA configuration:

NOTE: Cell Name is Case sensitive.

A. Pre V4 Command View SSSU script

- This script should be used if Command View 3.x or earlier is installed.
- This script can be launched by placing it in the same folder as *SSSU.exe* and typing the following at the command prompt:

```
sssu file SSSU_Script_Pre_V4.txt > EVA_config.txt
```
- The output file that is generated (*EVA_config.txt*) can be imported directly into Navigator.

Before using this script, make sure to do the following:

- Change the username and password values of the SELECT MANAGER command if they are something other than **administrator**.
- Replace *<put_cell_name_here>* with the name of the cell.

```
SET OPTION COMMAND_DELAY=10
SET OPTION RETRIES=1
```

```
SELECT MANAGER localhost USERNAME=administrator PASSWORD=administrator
EMVERSION
SELECT CELL <put_cell_name_here>
```

Show commands for Command View 3.x or earlier:

```
SHOW CELL FULL
SHOW GROUP FULL
SHOW FOLDER FULL
SHOW VDISK FULL
SHOW HOST FULL
SHOW LUN FULL
SHOW MONITOR FULL
SHOW DISK FULL
SHOW DR_GROUP FULL
EXIT
```

B. Post V4 Command View SSSU script

- This script should be used if Command View 4.x or later is installed.
- This script can be launched by placing it in the same folder as SSSU.exe and typing the following at the command prompt:
sssu file SSSU_Script_Post_V4.txt > EVA_config.txt
- The output file that is generated (EVA_config.txt) can be imported directly into Navigator.

Before using this script, do the following:

- Change the username and password values of the SELECT MANAGER command if they are something other than **administrator**.
- Replace <put_cell_name_here> with the name of the cell.

```
SET OPTION COMMAND_DELAY=10
SET OPTION RETRIES=1
SELECT MANAGER localhost USERNAME=administrator PASSWORD=administrator
EMVERSION
SELECT CELL <put_cell_name_here>
```

LS Commands for Command View 4.x or later:

```
LS CELL FULL XML
LS GROUP FULL XML
LS FOLDER FULL XML
LS VDISK FULL XML
LS HOST FULL XML
LS LUN FULL XML
LS DR_GROUP FULL XML
LS CONTROLLER FULL XML
LS DISKSHELF FULL XML
LS DISK FULL XML
EXIT
```

If applicable, use the following commands as well:

```
LS ISCSI_HOST FULL
LS ISCSI_LUN FULL
```

Steps for collecting EVA performance data:

NOTE: Run the EVAPERF commands on the system where Command View and EVAPERF is installed and connected to the fabric in which the EVA is also connected.

Running EVAPERF direct from the Command Line on the SWMA/SMS. When poor performance is experienced all the time, or the time that it is experienced is known then run evaperf from the following directory:

```
C:\Program Files\Hewlett-Packard\EVA Performance Monitor>
```

Now run the following commands:

```
cmd> evaperf fn
```

This command caches the EVA friendly names into EVAPERF, creates a file fnames.conf. The command needs only to run once. The friendly names will then be embedded into the evaperf output .csv file).

```
cmd> evaperf rc <node_name or wwid>
```

This resets the back-end counters.

```
cmd> evaperf all -csv -cont XX -dur YY -ts2 -sz WWID-1 WWID-2 > Out.CSV
```

Syntax explanation:

cont XX: Where XX is the interval in seconds. If nothing is entered the default is 1.

dur YY : Where YY is the duration in seconds. If nothing is entered EVAPERF will run until CTRL-C is entered.

sz WWID: Collect the counters from the specified EVA WWN(s).

-ts2 : Use Microsoft Time Format.

csv : Makes output Comma Separated (.csv).

NOTE: A .csv output format is needed which is used by the analysis tools.

Example:

```
cmd>evaperf all -csv -ts2 -cont 10 -dur 7200 -sz 5000-1FE1-500C-AD90 > nodename_EVAPERF.csv
```

This will run evaperf, collect all counters for 2 hours on the specified EVA and output the data in .csv format to the specified filename. This will be in the same directory. If CA is in use then collect EVAPERF data from both EVAs.

Run EVAPERF for an extended period using a script (Please contact HP Services for the script, or request the script when logging a performance case). Use when the time of the poor performance is not fully understood, or an extended period of analysis is required. All files should be zipped before sending. CEL and CSV files zip readily to about a 1/10th the original size, makes download times shorter).

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