Comment télécharger le support bundle file pour DSA E2800 via un navigateur WEB ?

Ces informations peuvent être demandées par l'équipe d'assistance centrale, car le fichier est utile pour le dépannage.

La méthode de collecte de ces logs depuis NetApp DSA E2800 via navigateur WEB est décrite ci-dessous.

Guide étape par étape

1 Accédez à l'unité de stockage via le navigateur web et connectez-vous avec votre identifiant et mot de passe :



DSA2800_Lab - SANtricity System ×	+						
← → C ▲ Not secure https://192.168.1.8:8443/sm/en-US/#/support							
	■ SANtricity [®] System Manager						
	f Home	Home / Support					
	Storage	SUPPORT CENTER					
	Hardware						
	Settings						
	🔀 Support						
		US/Canada 888.463.8277					

2. Cliquez sur l'onglet « Support»

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3. Cliquez sur la section « SUPPORT CENTER»

▲ Not secure https://192.168.1.8:8443/sm/en-US/#/support						
■ SANtricity [®] System	m Manager	DSA2800_Lab				
f Home	Home / Support					
Storage	SUPPORT CENTER	EVENT LOG	UPGRADE CENTER			
Hardware		a la constante de la constante				
Settings						
X Support						
	Chassis P/N: E2812 Chassis S/N: 721736500091	0 Critical Events of Last 50	Last Upgrade: Sep 7, 2023 10:35:20 AM			

4. Cliquez sur le bouton « Diagnostics» / « Collect Support Data »

DSA2800_Lab - SANtricity System ×	+				
← → C 🔺 Not secure https://192.168.1.8:8443/sm/en-US/#/support					
	Ξ	SANtricity [®] Syster	n Manager	DSA2800_Lab	
	♠	Home	Home / Support / Support Center		
	9	Storage	SUPPORT CENTER		
		Hardware	Learn More >		
	۰	Settings			
	×	Support			
				Support Resources Diagnostics	
			Important: Perform the following actions only under the guidance of your Technical Support Engineer.		
			Collect and send my storage array diagnostics		
			Collect Support Data Manually collect support data for sending to your Technical Support f	Engineer to use in troubleshooting and problem analysis.	

5. Cliquez sur le bouton « Collect» et enregistrez le fichier

Collect Support Data	
This operation saves support data to a file on your local machine. After the collection completes, send this file to your Technical Support Engineer. If AutoSupport is enabled, have this file automatically sent to your Technical Support Engineer using AutoSupport > Send AutoSupport Dispatch. What data am I collecting?	
Collect	



Si vous avez besoin de télécharger le fichier bundle **pour DSA E2700**, veuillez suivre les étapes de cet article.

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