Nutanix サーバがハングアップやハードウェア障害時に、Nutanix サポートより Collect_OOB ログの取得が依頼される場合があります。本ドキュメントで Collect_OOB ログの取得方法を紹介します。

前提条件

1. サーバモデルが NX であること。(Dell XC、Lenovo サーバで実行してはいけません) ※CVM で"ncli host ls"というコマンドで確認できます。

nutanix@cvm~\$ ncli host	Is egrep 'Cont Model'
Controller VM Address	: 10.148.106.41
Block Serial (Model)	: 18SM6H020151 (NX-3060-G6)

2. IPMI の UDP ポート 623 (Virtual Media/IPMI command port) が有効になっていること。
 ※IPMI WebUI → Configuration → Port から確認できます。

System	Server Health	Configuration	Remote Con	trol Virtu	al Media	Maintenance	Miscellaneous
 Configuration Alerts Date and Time LDAP 	⊖ Por	t This page allows you to cor	nfigure the port nu	mber.			
Active Directory	/	Web Port: Web SSL Port:		443			
RADIUS	I	KVM Server Port:		5900			
Mouse Mode		Virtual media port / IPMI	command port:	623			
Network		SSH Port:		22			
Dynamic DNS		Wsman Port: SNMP Port:		161			
SMTP	✓ :	SSL Redirection					
SSL Certification	n	е					
Users							
Port							
IP Access Cont	rol						

3. サーバがハングアップした状態で取得する必要があります。

取得方法

本手順では以下のログが取得されます。順番に取得して、Nutanix サポートへご送付お願いします。

- 1) IPMI Trouble Shooting ログ
- 2) IPMI Event ログ
- 3) Collect_00B ログ
- 以下、詳細手順を説明します。
- 1) IPMI Trouble Shooting ログ

IPMI WebUI → Miscellaneous → Trouble Shooting ページで、Download をクリックして、ファイルを 保存します。Download がグレーの場合、Dump を先にクリックし、Download が数分後クリックできる ようになりましたら、Download をクリックして保存します。

※System auto reset のチェックを外してから実行します。

※機種や BMC バージョンによって Trouble Shooting オプションが無い場合もあります。

※Trouble Shooting オプションが無い場合は次のステップに進みます。

System	Server Health	Configuration	Remote Control	Virtual Media	Maintenance	Miscellaneous	
Miscellaneous	nT 😋	ouble Shooting				Activate License Post Snooping SMC RAKP	
Activate License	e	This page provides troubl		UID Control			
Post Snooping							
SMC RAKP							
Trouble Shootin	g	0.1					
UID Control		System auto reset					
	D	Download					

IPMI WebUI → Server Health → Event Log(もしくは System Management Log)ページで直近の イベントの画面ショットを取ります。

Server Healting Server Healting Status Management Log Multi Node Power Consumption Power Source Vert Events Select an event log category: Severity: ACK EID * Select an event log category: Severity: Kati Severities * Power Source Clear System Management Log Save Multi Node Power Source Clear System Management Log Save Mark as Acknowledged Power Supply Failure detected - Assertion Clear System Source Clear System Katter Save Mark as Acknowledged	ystem	Server Health	Config	juration	Remote Control	Virtual Media	Maintena	ince Mi	scellaneous	Help	
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- 3) Collect_00B ログ
- a. 以下のツールをダウンロードします。 Download location: <u>http://download.nutanix.com/2893%2Fcollect_oob_v3.3.tar.gz</u> MD5SUM: 843cec53751bbd605d1a37c3068f4e15
- b. 問題が発生していない CVM の /home/nutanix/tmp に SCP などで転送します。
- c. ファイルを解凍します。

nutanix@cvm:~/tmp\$ tar zxvf 2893_collect_oob_v3.3.tar.gz

d. 以下コマンドを実行してログを収集します。

nutanix@cvm:~/tmp\$ cd collect_oob

nutanix@cvm:~/tmp/collect_oob\$./collect_oob_logs.sh -i <ハングアップしたホストの IPMI アドレス> -u ADMIN -p '<IPMI ADMIN ユーザのパスワード>'

2つめのコマンドの実行例:

nutanix@cvm:~/tmp/collect_oob\$./collect_oob_logs.sh -i 10.0.0.100 -u ADMIN -p 'ADMIN'

※IPMI のユーザ名 ADMIN, パスワード ADMIN、IPMI の IP アドレスが 10.0.0.100 の場合

e. 以下のメッセージが表示されましたらハングアップしたホストをリブートします。

Please press "Y" after doing warm reboot to the system 10.0.0.100

方法 1) もう一つ Putty/Teraterm を起動し、任意一台の CVM から以下コマンドで**ハングアップしたホス** トをリブートします。リブートが失敗した場合のみ、方法 2 でリブートします。

nutanix@cvm\$ ipmitool -I lanplus -H <ハングしたホストの IPMI アドレス> -U ADMIN -P ' <IPMI ADMIN ユーザ のパスワード>' chassis power diag

方法 2) ハングアップしたホストの IPMI にログインして、Reset Server でリブートします。

IPMI WebUI	→Remote Control	→Power Control	→Reset Server

System	Server Health	Configuration	Remote Control	Virtual Media	Maintenance	Miscellaneous	Help
Remote Cor		ower Control	Console Redirection iKVM/HTML5 Power Control Launch SOL				
Console Real	5	This page displays the cu	irrent power status of the serve	ər.			
Power Cont	ower Control						
Launch SOL		ost is currently on.					
		Reset Server					
		Power Off Server - Imm	ediate				
	0	Power Off Server - Orde	erly Shutdown				
	0	Power On Server					
	C	Power Cycle Server					
	P	erform Action					

 f. ハングアップしたホストが起動しましたら、以下のメッセージが表示された CVM に戻って、 Yを入力して、Enter キーを押します。

Please press "Y" after doing warm reboot to the system 10.0.0.100: Y

g. collecty_oob の実行フォルダ(/home/nutanix/tmp/collect_oob)に、ハングアップしたホストの シリアル番号でフォルダが作られます。ログはそのフォルダの中に格納されます。

nutanix@cvm:~/tmp/collect_oob\$ ls -l
total 18704
-rwx 1 nutanix nutanix 7865 Nov 3 14:17 collect_oob_logs.sh
drwx 2 nutanix nutanix 4096 Nov 3 14:10 lib
-rwx 1 nutanix nutanix 399 Nov 3 14:17 mce_analyze.py
-rw 1 nutanix nutanix 97855 Nov 4 09:19 mce_dump.log
-rwx 1 nutanix nutanix 7688180 Aug 15 2016 SMCIPMITool.jar
-rw 1 nutanix nutanix 0 Nov 4 09:16 SMCIPMITool.properties
-rwx 1 nutanix nutanix 11330856 Dec 9 2016 sum
drwx 2 nutanix nutanix 4096 Nov 4 09:21 ZM16BS034901 <<< このフォルダを取得

h. 以下コマンドで作成されたフォルダをアーカイブし、一つのファイルにまとめます。
 例:作られたフォルダの名前が ZM16BS034901 の場合

nutanix@cvm:~/tmp/collect_oob\$ tar -zcvf ZM16BS034901_oob_logs.tar.gz ZM16BS034901/

上記コマンドを実行すると、ZM16BS034901_oob_logs.tar.gz と言うファイルが、collecty_oobの 実行フォルダ(/home/nutanix/tmp/collect_oob) に作成されます。作成された圧縮ファイル(上記の 例の場合 ZM16BS034901_oob_logs.tar.gz)を SCP などで取得して、弊社までお送りください。

弊社へのファイルの送付につきましては、「<u>日本語のサポート資料</u>」にある「<u>Nutanix サポートへ</u> <u>ファイルを送付する</u>」をご参照ください。

補足

- ・CVM/Hypervisor が IPMI と異なるネットワークに存在する場合の取得方法:
 - 1. IPMI と同じネットワークで Linux 仮想マシンを構築します。
 - 以下コマンドで IPMI ツールをインストールします。(CentOS の場合) yum install ipmitools
 - 3. ダウンロードした Collect OOB スクリプトを該当マシンに転送して、仮想マシンで実行します。
- ・Supermicro Update Manager バージョンの確認方法:

nutanix@cvm:~\$ /home/nutanix/foundation/lib/bin/smcsumtool/sum | head -2

Supermicro Update Manager (for UEFI BIOS) 2.0.0 (2017/11/08) (x86_64)

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注意事項

Hypervisor が AHV や Hyper-V の場合、ハングアップが発生したとき自動的にホストが再起動されます。 問題を調査するためにはホストで一時的にこの「ハングアップによる再起動」を無効にして、次回ハング アップ時に collect_oob ログを取得する必要があります。

以下の方法でハングアップによる再起動を無効、有効にすることができます。

・再起動を無効にする方法:

AHV の場合、以下コマンドを AHV ホストにログインしてから順番に実行します。

[root@ahv]# echo 0 > /proc/sys/kernel/panic

[root@ahv]# echo "kernel.panic = 0" >> /etc/sysctl.conf

[root@ahv]# chkconfig kdump off

[root@ahv]# service kdump stop

Hyper-V の場合、以下のコマンドを Hyper-V ホストに RDP 等でログオンしてから順番に実行します。

>powershell

PS> Set-Property HKLM:¥SYSTEM¥ControlSet001¥Control¥CrashControl -Name AutoReboot -Value 0

・再起動を有効にする方法:

AHV の場合、以下コマンドを AHV ホストにログインしてから順番に実行します。

[root@ahv]# echo 60 > /proc/sys/kernel/panic

[root@ahv]# service kdump start

[root@ahv]# chkconfig kdump on

[root@ahv]# sed -i /'kernel.panic = 0'/d /etc/sysctl.conf

Hyper-V の場合、以下のコマンドを Hyper-V ホストに RDP 等でログオンしてから順番に実行します。

>powershell

PS> Set-Property HKLM:¥SYSTEM¥ControlSet001¥Control¥CrashControl -Name AutoReboot -Value 1