

Hitachi Ops Center Analyzer viewpoint Log Analysis Guide

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Preface

The purpose of this document is to help on-site personnel and support staff troubleshoot Hitachi Ops Center Analyzer viewpoint. This document will help identify and isolate the causes of issues based on information collected (such as log files) when a failure occurs. This document, when used with the *sl* Hitachi Ops Center Analyzer viewpoint Troubleshooting Guide, will ease the troubleshooting workload and allow personnel to respond to and resolve issues in a timely manner.

Revision History

No.	Product Version	Description	Date
1	10.0.0-00	Create a new document	09/24/2019
2	10.0.1-00	Modified	12/03/2019
3	10.1.0-00	Modified	02/14/2020
4	10.5.0-00	Modified	09/24/2020
5	10.5.1-00	Support Viewpoint installer.	11/24/2020
6	10.7.0-00	Correct typos	06/28/2021
7	10.8.1-00	Added log of config-cert command into the list of log	01/24/2022
8	10.9.3-00	Added log of Protector backup integration into the list of log	09/04/2023
9	11.0.0-00	Modified log of API Gateway into the list of log	12/25/2023
10	11.0.4-00	Modified the name of the ETL log file to include file number	03/31/2025

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1 Overview

This document describes the output formats of various types of log data, explains the formats of log messages, and provides other information necessary for analyzing log data provided by Viewpoint.

Use this document to investigate the causes of failures in Viewpoint, and to check the operation status of Viewpoint.

1.1 Scope of this document

ITPD, CTSC/ESC/APSC, Hitachi Vantara

1.2 Glossary

#	Acronym or abbreviation	Full name or meaning
1	Viewpoint	Hitachi Ops Center Analyzer viewpoint
2	Analyzer	Hitachi Ops Center Analyzer (former HIAA:Hitachi Infrastructure Analytics Advisor)
3	Detail View	Hitachi Ops Center Analyzer Detail View (former HDCA:Hitachi Data Center Analytics)
4	HTnM	Hitachi Tuning Manager

1.3 Required knowledge

- Knowledge of VMware
- Knowledge of operating systems (Linux)
- Knowledge of file systems
- Knowledge of browsers (Chrome, Firefox)
- Knowledge of SANs
- Knowledge of storage devices

1.4 Related documents

- Manuals of Analyzer/Detail View
- Hitachi Ops Center Analyzer viewpoint Troubleshooting Guide
- Troubleshooting guide and Log Analytics Guide of Hitachi Ops Center Analyzer
- Troubleshooting guide and Log Analytics Guide of HTnM

2 Log files of Analyzer viewpoint

2.1 System configuration and location of log files

Fig. 2.1 shows system configuration of Viewpoint and related components, and Table 2.1 shows log files location of each components.

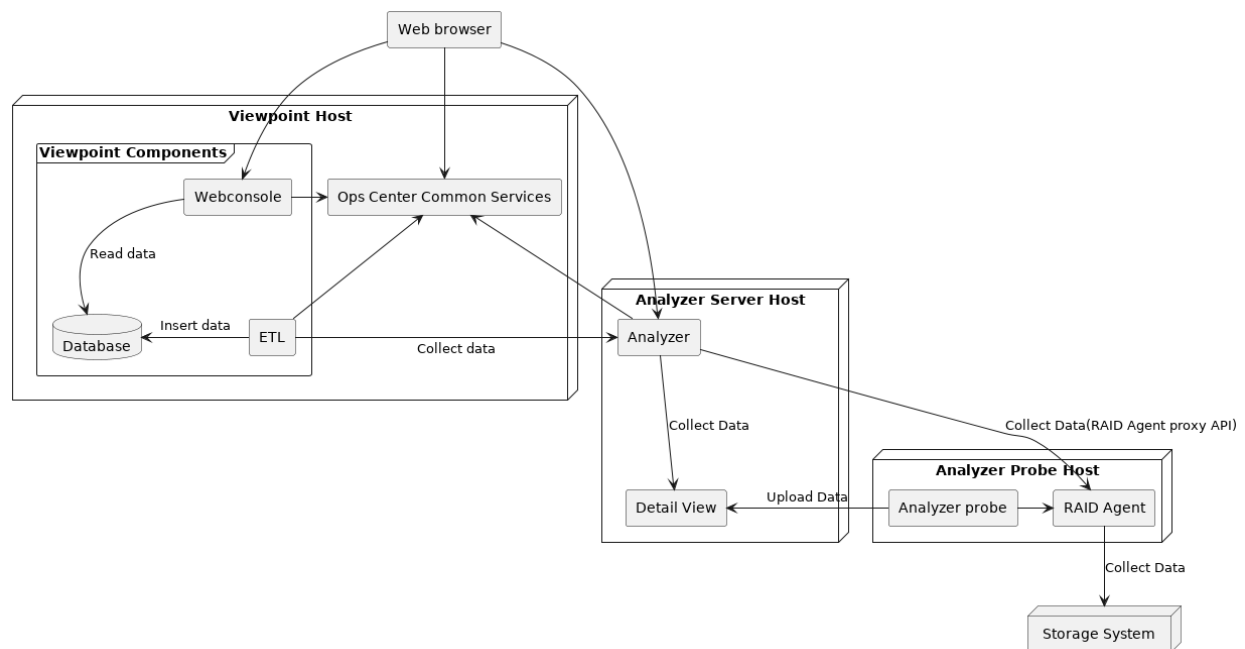


Fig. 2.1: Overview of Analyzer viewpoint System configuration

Note for system configuration:

- Ops Center Common Services are bundled in both Viewpoint OVF and Ops Center OVF, and also has RPM version. A user can select which Ops Center Common Services to use.
- Viewpoint installer version does not bundle Ops Center Common Services.
- Analyzer and Detail View can be installed on different hosts.
- Analyzer probe and RAID Agent can be installed on different hosts.

Table 2.1: Log files location of each component

#	Component(s)	Host	Details
1	Viewpoint components	Viewpoint host	See <i>Components of Viewpoint and List of log files</i> (page 4)
2	Analyzer	Analyzer host	See log analysis guide of Analyzer
3	Detail View	Detail View host	See log analysis guide of Analyzer
4	RAID Agent	Raid Agent host	See log analysis guide of Analyzer

2.2 Components of Viewpoint and List of log files

Fig. 2.2 and Table 2.2 show internal components of Viewpoint, and Table 2.3 shows the location of the log files.

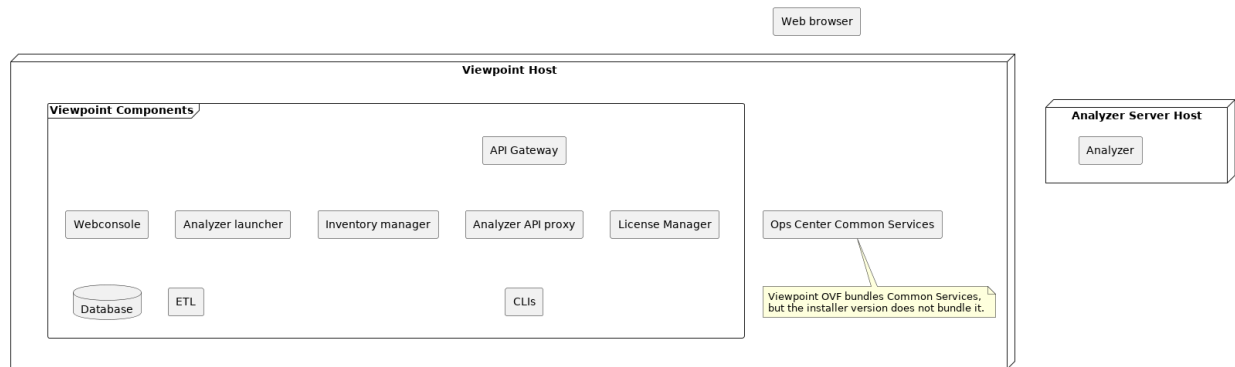


Fig. 2.2: Internal components of Viewpoint

Note:

- Communication between components is described in Viewpoint Troubleshooting guide

Table 2.2: Description of Viewpoint components

#	Component	Description
1	API Gateway	It takes all API calls from clients (e.g. web browser), then dispatches them to the appropriate components from the following components. <ul style="list-style-type: none"> • Webconsole • Analyzer launcher • Analyzer API proxy • Inventory manager • Ops Center Common Services Only if Common Services which is bundled in the Viewpoint OVF is used, the API Gateway dispatches requests to the Common Services. Even if the both Common Services and Viewpoint installer version are installed on the same host, the API Gateway does not dispatch requests to the Common Services.
2	Webconsole	Reporting component. It reads data from the database and shows reports (e.g. charts)
3	Analyzer launcher	Component for Analyzer E2E Launch feature. It resolves the direct link url of Analyzer E2E by accessing Inventory manager and Analyzer API.
4	Analyzer API proxy	Component for Search feature and Analyzer launcher and Inventory manager proxy feature. It gets search result by accessing Inventory manager and Analyzer API. It also proxies the Analyzer launcher API and the Inventory manager API and returns the API execution results.
5	Inventory manager	Component for getting data centers and Analyzer instances. It gets data centers and Analyzer instances by accessing Ops Center Common Services.
6	Database	Stores all data for reporting
7	ETL	Component for generating data for reporting. It generates data by accessing Ops Center Common Services, Inventory manager and Analyzer API.
8	CLIs	CLI to configure Viewpoint. (e.g. It registers Viewpoint to Ops Center Common Services)
9	License Manager	Component for managing a Viewpoint license.

Table 2.3: List of logfiles

#	Component	Location and Files
1	API Gateway	/var/log/hitachi/analyzer_viewpoint/apigw <ul style="list-style-type: none"> • access.log • error.log
2	Webconsole	/var/log/hitachi/analyzer_viewpoint/webconsole <ul style="list-style-type: none"> • webconsole.log
3	Analyzer launcher	/var/log/hitachi/analyzer_viewpoint/iaa-launcher <ul style="list-style-type: none"> • iaa-launcher.log
4	Analyzer API proxy	/var/log/hitachi/analyzer_viewpoint/api-proxy <ul style="list-style-type: none"> • api-proxy.log
5	Inventory manager	/var/log/hitachi/analyzer_viewpoint/inventory <ul style="list-style-type: none"> • inventory.log

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Table 2.3 – continued from previous page

6	Database	/var/log/hitachi/analyzer_viewpoint/influxdb/metrics <ul style="list-style-type: none"> influxdb.log
7	ETL	/var/log/hitachi/analyzer_viewpoint/etl <ul style="list-style-type: none"> YYYY_MM_DD.x.log (e.g. 2019_12_06.0.log)
8	ETL	/var/log/hitachi/analyzer_viewpoint/etl/gc <ul style="list-style-type: none"> etl_gc_ondemand.log etl_gc_ondemand.log.xx (xx is a number. e.g. etl_gc_ondemand.log.00) etl_gc_scheduled.log etl_gc_scheduled.log.xx (xx is a number. e.g. etl_gc_scheduled.log.00)
9	ETL	/var/log/hitachi/analyzer_viewpoint/etl/jvm_error <ul style="list-style-type: none"> etl_error_YYYY_MM_DD_HHMMSS.log (e.g. etl_error_2019_12_06_152122.log)
10	CLIs	/var/log/hitachi/analyzer_viewpoint/cli <ul style="list-style-type: none"> setservicehostname.log update-status-on-cs.log setupcommonservice.log changeportnumber.log config-cert.log viewpointbackupprescript.log
11	License Manager	/var/log/hitachi/analyzer_viewpoint/license-manager <ul style="list-style-type: none"> license-manager.log
12	Installer	/var/log/hitachi/analyzer_viewpoint/installer <ul style="list-style-type: none"> install log : yyyyMMdd_hhmmss_install.log uninstall log : yyyyMMdd_hhmmss_uninstall.log precheck log : yyyyMMdd_hhmmss_precheck.log If an environment is deployed or upgraded by OVF, install logs do not exist. The log files exist only when a customer runs installer, uninstaller or precheck tool.