

Hitachi Ops Center Analyzer Virtual Storage Software Agent 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 Virtual Storage Software Agent. 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 *Hitachi Ops Center Analyzer Virtual Storage Software Agent 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	10.6.0-00	Create a new document	01/28/2021
2	10.9.3-00	Added logs of Protector backup integration into the list of log	09/04/2023

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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 VirtualStorageSoftware Agent.

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

1.1 Scope of this document

ITPD, CTSC/ESC/APSC, Hitachi Vantara

1.2 Glossary

#	Acronym or abbreviation	Full name or meaning
1	VirtualStorageSoftware Agent	Hitachi Ops Center Analyzer Virtual Storage Software Agent
2	Analyzer	Hitachi Ops Center Analyzer (former HIAA:Hitachi Infrastructure Analytics Advisor)
3	VSSB	Hitachi Virtual Storage Software Block
4	vROps plugin	Hitachi Infrastructure Management Pack for VMware vRealize Operations

1.3 Required knowledge

- Knowledge of operating systems (Linux)
- Knowledge of SANs
- Knowledge of storage devices

1.4 Related documents

- Hitachi Ops Center Analyzer Installation and Configuration Guide
- Hitachi Ops Center Analyzer User Guide
- Hitachi Ops Center Analyzer Virtual Storage Software Agent Troubleshooting Guide

2 Log files of VirtualStorageSoftware Agent

2.1 System configuration and location of log files

[Fig. 2.1](#) shows system configuration of VirtualStorageSoftware Agent and related components, and [Table 2.1](#) shows the type and location of the log file.

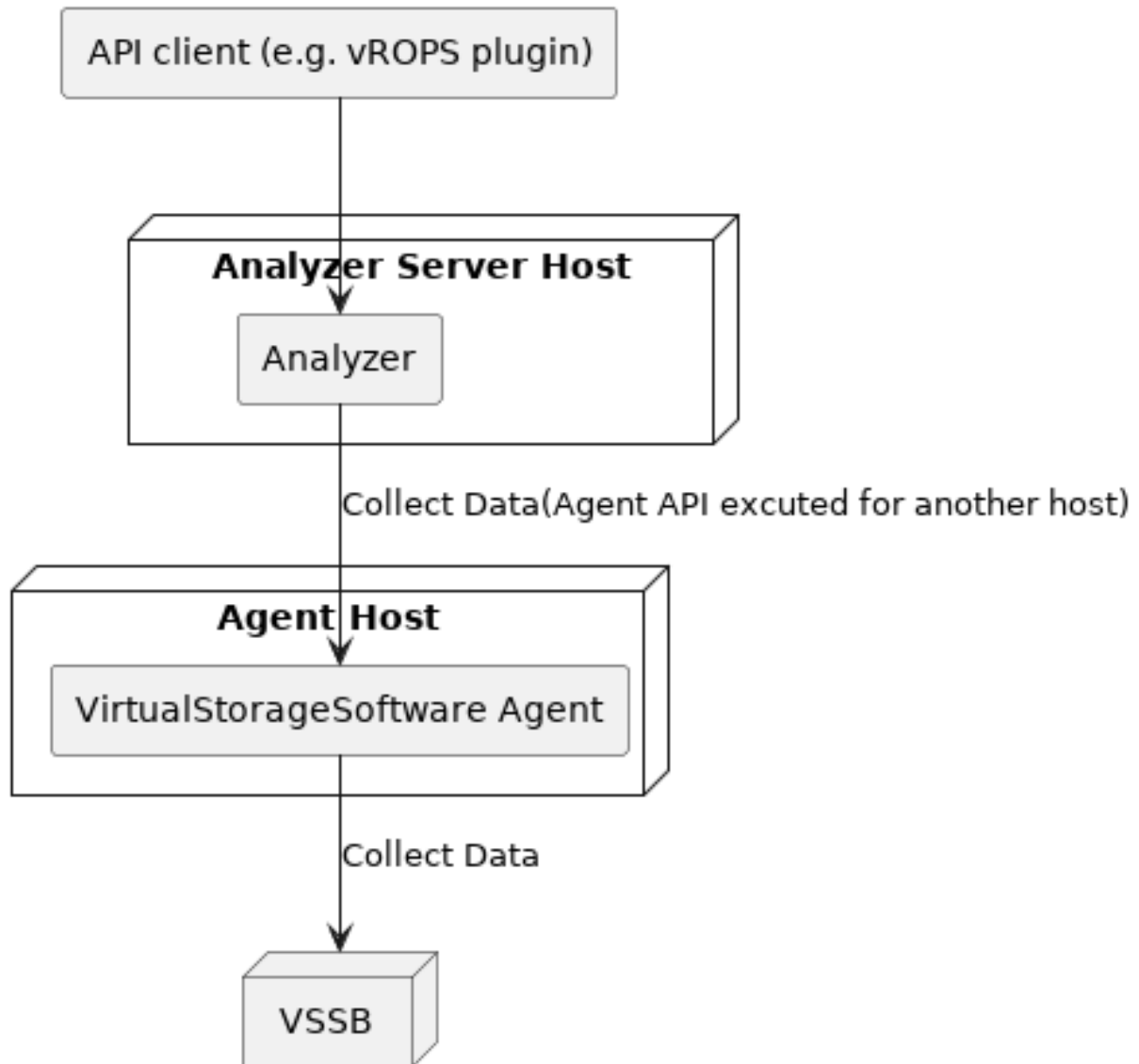


Fig. 2.1: Overview of VirtualStorageSoftware Agent System configuration

Note for system configuration:

- Analyzer and VirtualStorageSoftware Agent can be installed on a same host.

Table 2.1: Log file list

#	Log type	Log file name	Output destination	Output information
1	VirtualStorageSoftware Agent log	trace[n].log	/var/log/hitachi/VirtualStorageSoftwareAgent/log	Trace log in VirtualStorageSoftware Agent
2	VirtualStorageSoftware Agent log	access[n].log	/var/log/hitachi/VirtualStorageSoftwareAgent/log	Access log in VirtualStorageSoftware Agent
3	VirtualStorageSoftware Agent log	vss_agent_backup prescript.log.[n]	/var/log/hitachi/VirtualStorageSoftwareAgent/log	Protector backup integration logs
4	Install log	yyyyymmdd_hhmm ss_install.log	/var/log/hitachi/VirtualStorageSoftwareAgent/installer	Installation logs