

Data Collection Guideline

Ericsson Dynamic Activation 1

USER GUIDE

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Contents

1	Introduction	1
1.1	Purpose and Scope	1
1.2	Target Groups	1
1.3	Typographic Conventions	1
1.4	Prerequisites	1
2	Basic Information	3
3	Data Collecting Workflow in Dynamic Activation	5
3.1	CSR Entry Criteria	5
3.1.1	Mandatory Enclosures for All CSRs	5
	Reference List	7





1 Introduction

This document provides instructions on how to use the Data Collecting tool in Ericsson™ Dynamic Activation (EDA). It also describes the required information to be established when a Customer Service Request (CSR) is raised.

1.1 Purpose and Scope

This document is intended for both internal and external customers raising a CSR.

1.2 Target Groups

The target groups for this document are as follows:

- Solution integrators
- Support organization personnel

1.3 Typographic Conventions

Typographic conventions are described in *Library Overview*, Reference [1].

1.4 Prerequisites

It is assumed that the users of this document have the following understanding:

- Are familiar with Dynamic Activation.
- Are familiar with the third-party documentation.
- Are familiar with the Linux™ Operating System (OS) administration.
- Are familiar with the Solaris OS administration.
- Have common knowledge of Network Elements (NEs).





2 Basic Information

For basic information about CSR, refer to Customer Service Request Handling
- Work Instruction, Reference [2].





3 Data Collecting Workflow in Dynamic Activation

This section describes the data collecting workflow in Dynamic Activation.

3.1 CSR Entry Criteria

This section provides details on the data required for all CSRs. The data is independent of the problem type.

3.1.1 Mandatory Enclosures for All CSRs

`LogPlusCollector` is a script that collects information needed to troubleshoot a Dynamic Activation system. It collects data from all hosts in a Dynamic Activation cluster.

On LOTC, the script must be run from a System Control (SC) node as an administrator. On RHEL, the script can be run from any node.

Run the `logPlusCollector` script:
`# /opt/dve/bin/logPlusCollector`

The script produces a compressed tar file. The location of the file can be read from the console. Enclose this compressed tar file to the CSR.

The produced tar file contains a file structure that is the same as on the target system with the addition of `hostname` as the root folder.

```
# cd <tar-extract-destination-directory>
```

```
# tar xvf <compressed-tar-file>
```

For example:

```
# ls */var/log/messages*
```

```
CL24-SC-1/var/log/messages
```

```
CL24-SC-2/var/log/messages
```

```
CL24-PL-3/var/log/messages
```

```
CL24-PL-4/var/log/messages
```

Note: The script maintains a file retention policy that limits the disk use.

All command output and files that are collected by the `LogPlusCollector` script are configurable and stored in a separate file. The content of this file



can differ between releases. The listing of the file presented in this document serves only as an example of what is collected.

Note: Avoid single quotation marks with `grep`, which is not properly parsed by python code, for example `rpm -qi `rpm -qa | grep kernel``. Use sequential `grep` instead, for example, `rpm -qa | grep kernel | xargs rpm -qi`

Run the following command to list the content of the configuration file:

```
# cat /opt/dve/bin/logPlusCollector-tarEntries.cfg
```



Reference List

Ericsson Documents

- [1] *Library Overview*, 18/1553-CSH 109 628 Uen

Online References

- [2] *Customer Service Request Handling - Work Instruction*,
<http://anon.ericsson.se/eridoc/erl/objectId/09004cff8269605b?docno=00021-FEA208702Uen&action=approved&format=msw8>