

# Centralized Storage Alert

## Cloud Execution Environment

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### OPERATING INSTRUCTIONS

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# 1 Introduction

This instruction concerns alert handling.

## 1.1 Alert Description

The alert is issued when an alert happens in Centralized Storage Array during running of the Cloud Execution Environment (CEE).

The possible alert causes, corresponding fault reasons, fault locations, and impacts are described in Table 1.

*Table 1 Alert Causes*

Alert Cause	Description	Fault Reason	Fault Location	Impact
Alert in centralized storage	Hardware or software alert in the centralized storage.	Hardware, software or configuration problem	Centralized Storage Array	<ul style="list-style-type: none"><li>• Loss of redundancy</li><li>• Reduced performance</li><li>• Risk of data loss</li><li>• Risk for hardware failure</li></ul>

**Note:** The alert can appear as a result of the maintenance activity.

The alert attributes are listed in Table 2.

*Table 2 Alert Attributes*

Attribute Name	Attribute Value
Major Type	193
Minor Type	2031704
Managed Object Class	ExternalStorage
Managed Object Instance	Region=<name_of_the_region>, Equipment=1, ExternalStorage=<storage_system_name>
Specific Problem	Centralized Storage Alert
Event Type	equipmentAlarm (5)
Probable Cause	m3100Indeterminate(0)



Attribute Name	Attribute Value
Additional Text	Event code and event description as provided by the Centralized Storage Array
Severity	CRITICAL (3) MAJOR (4) WARNING (6)

## 1.2 Prerequisites

This section provides information on the documents, tools, and conditions that apply to the procedure.

### 1.2.1 Documents

Before starting this procedure, ensure that you have read the following documents:

- *System Safety Information*
- *Personal Health and Safety Information*

### 1.2.2 Tools

No tools are required.

### 1.2.3 Conditions

Before starting this procedure, ensure that the following conditions are met:

- No hardware reconfiguration is in progress.
- No system update is in progress.
- Connection to the VNX Unisphere, that is, the Graphical User Interface (GUI) for the centralized storage is available.

In order to connect to the VNX Unisphere, open a web browser and use the public storage processor **A** (SPA) IP address. Start a new VNX Unisphere session and login as a user that belongs to the `storage_sanadmin`, `storage_storageadmin`, or `storage_admin` LDAP user group. A new window will pop up for adding extra IP addresses. Set the public storage processor **B** (SPB) IP address for SPB address, and leave the field empty for Control station address. Use the **Add IP** button to connect to the VNX Unisphere.



For more information on user access rights, refer to the *Infrastructure Administrator Management Guide* and the *Security User Guide*.

For more information on the configuration needed for accessing the VNX Unisphere, refer to the *System Hardening Guideline*.

## 2 Procedure

This section describes the procedure to follow when this alert is received.

### 2.1 Actions for Centralized Storage Alert

Do the following at the maintenance center:

1. Open the *Centralized Storage* alert and check the `Additional Text` attribute for the detailed description of the problem.
2. Check for recommended actions in the VNX Unisphere:
  - a. Launch the VNX Unisphere, click on the **Dashboard** tab in the toolbar, and in the **Systems by Severity** window, select the relevant storage system name from the list of storage systems.
  - b. In the **System Alerts** window, click the **Show All** button to launch the **Current Alerts** page.
  - c. Identify the alert reported as *Centralized Storage* alert by using the information provided by the `Additional Text`, and open it to read the `Full Description` and the `Recommended Action`.
3. Perform the relevant action:
  - If any of the following conditions apply, proceed to Section 2.2 on page 4:
    - The *Centralized Storage* alert is not listed in the VNX Unisphere and it is not clear from the `Additional Text` how to solve the problem.
    - The `Additional Text` of the *Centralized Storage* alert states that **SP Collect logs** must be gathered.
    - The `Full Description` or the `Recommended Action` of the alert in the VNX Unisphere states that **SP Collect logs** must be gathered.



- Support is required.
  - If none of the above conditions apply, continue with Step 4.
4. Perform the recommended actions.
  5. Act by the relevant instruction:
    - If the recommended actions are performed, exit this procedure.
    - If problems occur in performing the recommended actions, continue with Section 2.2 on page 4.

## 2.2 Actions Before Contacting Next Level of Maintenance Support

1. If the system log files from SPA and SPB have already been collected for the current state of the *Centralized Storage Array*, proceed to Step 8.
2. In the VNX Unisphere, click on the **System** tab in the toolbar.
3. Under **Diagnostic Files**, select **Generate Diagnostic Files - SPA**. Click **Yes** to run the script. *Success* will be displayed when the SP collect starts. It only indicates that the script has been started but it can take up to 15 minutes to be completed. It is not necessary to wait for the completion, you can continue with Step 4 in parallel.
4. Under **Diagnostic Files**, select **Generate Diagnostic Files - SPB**. Click **Yes** to run the script. *Success* will be displayed when the SP collect starts. It only indicates that the script has been started but it can take up to 15 minutes to be completed.
5. Still under **Diagnostic Files**, select **Get Diagnostic Files - SPA**. The **SPA - File Transfer Manager** window will appear. Sort the files by date with the most recent date at the top by clicking the **Date** tab in the header of the file list. Search for a `.zip` file with the following naming convention:

```
<StorageSystemName>_<SPx>_<date>_<time>_<spsignature>_data.  
zip
```

The arguments are explained below:

StorageSystemName	The <storage_system_name> as received in the <i>Centralized Storage</i> alert
SPx	SPA or SPB
date	The current date
time	The current time
spsignature	Signature for SPA or SPB





It is possible that instead of the .zip file, you will see the temporary file:

`<Arrayserialnumber>_<SPx>_<date>_<time>_runlog.txt`

This means that the script for collecting the system log files is still running. Wait for a while and press the **Refresh** button to update the list of the files.

6. When the .zip file is generated, select it and then select the destination directory where you want to save the file. Then click the **Transfer** button and confirm that you want to transfer the file.

**Note:** It can take up to 15 minutes to generate the .zip file after the generation of the diagnostic files started.

7. Apply Step 5 and Step 6 for SPB.
8. Consult the next level of maintenance support. Further actions are outside the scope of this instruction.
9. The job is completed.