

# Data Collection Guideline

Cloud Execution Environment

OPERATING INSTRUCTION

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# 1 Introduction

The purpose of this document is to describe how to collect troubleshooting data if a problem is experienced with the Cloud Execution Environment (CEE). This document also provides the procedure to enclose the collected data in a Customer Service Request (CSR).

## 1.1 Scope

This guideline is applicable for CEE releases, starting from CEE 6.6.

## 1.2 Target Groups

This document is intended for internal use and external customers raising a CSR. Target groups include the following:

- Support organization personnel
- Customer Operation and Maintenance (O&M) personnel

## 1.3 Prerequisites

This section describes the prerequisites which have to be fulfilled.

### 1.3.1 Conditions

Ensure that vFuel is installed and running.

### 1.3.2 Tools and Equipment

No tools are required.

### 1.3.3 Documents

Not applicable.

### 1.3.4 User Access

The operator must have access to the deployment-specific credentials:

- Username and password for vFuel



For information on Identity and Access Management (IdAM), refer to the [Security User Guide](#).



## 2 Workflow

The workflow for collecting troubleshooting data is as follows:

1. Perform automatic data collection as described in Section 3 on page 4.
2. Submit a CSR to the next level of support as described in Section 4 on page 5.

**Note:** All logs and configuration data are collected automatically using the `ACDC.py` script. The collected archive must be relevant enough to be considered as a starting point for any further investigation, however, it is possible that after identifying the issue more specific logs will be required.



## 3 Collect Data

Collect troubleshooting data by running the data collection script:

1. Log in to the vFuel node.
2. Run the ACDC.py script:

```
/usr/bin/ACDC.py [--blades <faulty_nodes> ] [-h | --help]
```

The script collects data from vFuel and the available vCICs. If the optional `--blades` key is used, it also collects data from the specified compute hosts and ScaleIO servers. Replace `<faulty_nodes>` with the node name of the server(s) where data is to be collected. Multiple nodes can be added as a comma-separated list. The node names can be retrieved using the `fuel node` command. Only list the necessary nodes, as listing too many can heavily increase the size of the archive. For example: `--blades compute-0-2,compute-0-3,scaleio-0-5`

**Note:** Only add nodes that are available using SSH. Adding unreachable nodes results in data collection failure.

If technical problems are experienced during data collection, contact the next level of support.

**Result:**

The output file `data_collection_<date>.tar.gz` can be found in the `/var` directory.

**Note:** Helper information and list of supported key parameters in the `ACDC.py` script can be obtained by using the `-h` or `--help` command line argument.





## 4 Submit CSR

Enclose the created archive in a CSR and submit the CSR to the next level of support:

1. Transfer the resulting `/var/data_collection_<date>.tar.gz` file out of the system.
2. Submit the file as part of the CSR.



## 5 Additional Information

### 5.1 Split Files before Adding to CSR

Before adding the archive file to the CSR as an enclosure, it must be split into pieces according to the appropriate enclosure limits.

```
split -d -b <piece>MB --verbose data_collection_<date>.tar.gz data_
collection_<date>.tar.gz.part.
```

<piece> is less than the enclosure limit, for example, 500 MB.

```
split -d -b 1MB --verbose virtualbox-5.2_5.2.6-120293_Ubuntu_xenial_amd64.deb =>
virtualbox-5.2_5.2.6-120293_Ubuntu_xenial_amd64.deb.part.
```

Example 1 Split Archive File

Pieces can be put together with cat command. Add this information to the CSR:

```
cat data_collection_<date>.tar.gz.part.* > data_col
lection_<date>.tar.gz
```