

Configuration de la prise en charge d'Hyperflex Auto

Contenu

[Introduction](#)

[Conditions préalables](#)

[Conditions requises](#)

[Components Used](#)

[Configuration](#)

[Configurer via l'interface utilisateur HX Connect](#)

[Configuration via CLI](#)

[Vérification](#)

[Dépannage](#)

Introduction

Ce document décrit la prise en charge automatique et Smart Call Home pour les systèmes Cisco Hyperflex.

Vous pouvez configurer le cluster de stockage HX pour envoyer des notifications par e-mail automatisées concernant les événements documentés. Les données collectées dans les notifications peuvent être utilisées pour aider à résoudre les problèmes dans votre cluster de stockage HX.

Conditions préalables

Conditions requises

Cisco vous recommande de prendre connaissance des rubriques suivantes :

- Cluster HXDP
- Serveur SMTP
- Connexion HX

Components Used

Les informations contenues dans ce document sont basées sur les versions de matériel et de logiciel suivantes :

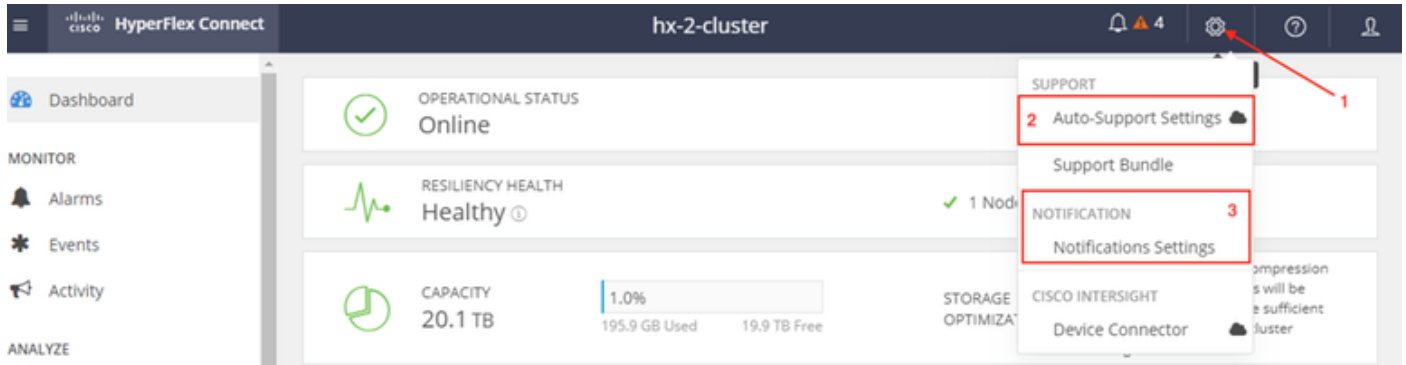
- Cluster HX version 3.0(1c)
- DNS du serveur de messagerie SMTP

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. Si votre réseau est en ligne, assurez-vous de bien comprendre l'incidence possible des commandes.

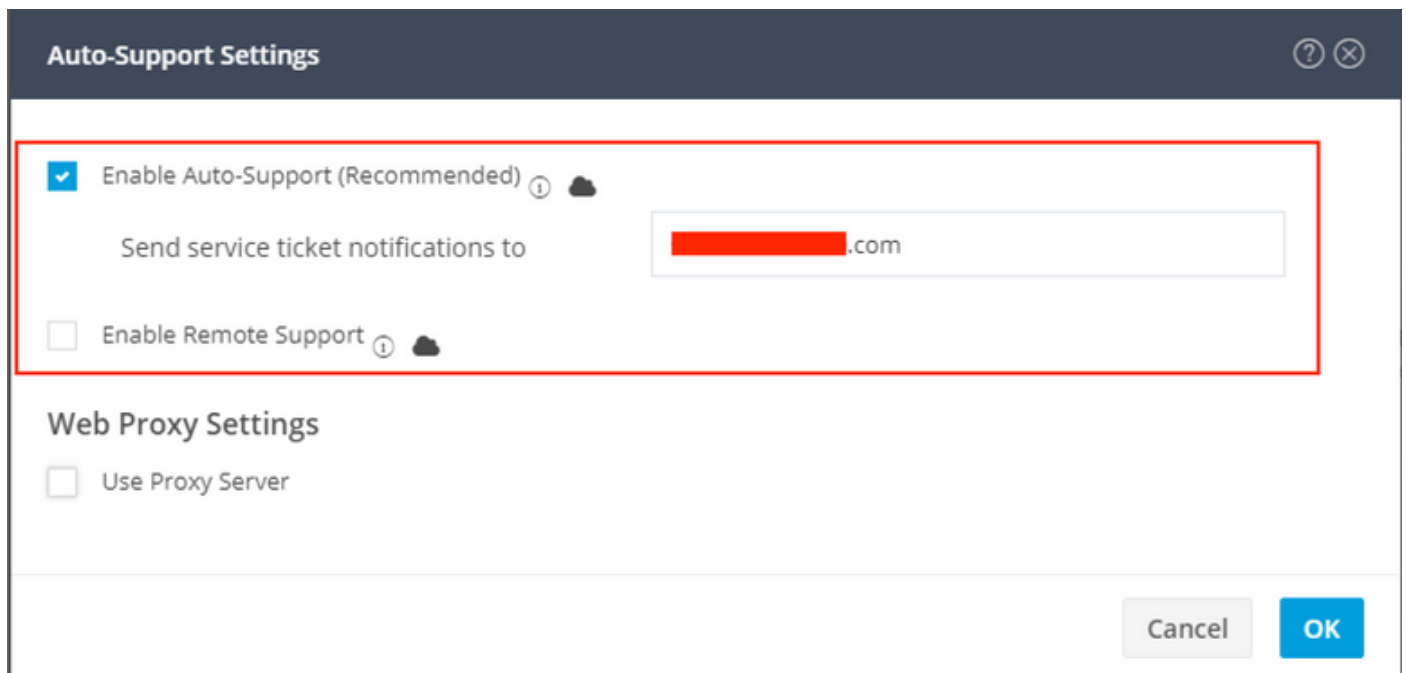
Configuration

Configurer via l'interface utilisateur HX Connect

Étape 1. Connectez-vous à HX. Cliquez sur Modifier les paramètres (icône d'engrenage) et sélectionnez **Paramètres de support automatique**, comme l'illustre l'image.



Étape 2. Cliquez sur **Auto Support Setting** et configurez les paramètres.



Note: Si vous activez l'assistance à distance : elle permet l'accès à votre cluster de stockage HX par l'assistance pour collecter des informations sur les opérations de cluster afin d'accélérer le dépannage des anomalies signalées.

Étape 3. Dans la bannière, cliquez sur Modifier les paramètres (icône d'engrenage), puis vérifiez les paramètres de notification.

Notifications Settings



Send email notifications for alarms

Mail Server Address

[REDACTED].com

From Address

HX-[REDACTED].com

Recipient List (Comma separated)

[REDACTED]@cisco.com

Cancel

OK

Configuration via CLI

Étape 1. Activez la notification ASUP.

```
# stcli services asup enable
```

Étape 2. Configurez le serveur de messagerie SMTP.

```
# stcli services smtp set --smtp mailhost.eng.mycompany.com --fromaddress  
smtpnotice@mycompany.com
```

Étape 3. Ajoutez l'adresse e-mail du destinataire.

```
# les destinataires asup des services stcli ajoutent --destinataires user1@mycompany.com  
user2@mycompany.com
```

```
root@SpringpathController7HNFK1BYQ4:~#  
root@SpringpathController7HNFK1BYQ4:~# stcli services asup enable  
root@SpringpathController7HNFK1BYQ4:~#  
root@SpringpathController7HNFK1BYQ4:~# stcli services smtp set --smtp [REDACTED].co.com --fromaddress HX-[REDACTED].co.com  
root@SpringpathController7HNFK1BYQ4:~#  
root@SpringpathController7HNFK1BYQ4:~# stcli services asup recipients add --recipients [REDACTED]@cisco.com [REDACTED]@cisco.com  
root@SpringpathController7HNFK1BYQ4:~#  
root@SpringpathController7HNFK1BYQ4:~# stcli cluster version  
Cluster version: 3.0(1c)  
Node hx-2-esxi-03 version: 3.0(1c)  
Node hx-2-esxi-04 version: 3.0(1c)  
Node hx-2-esxi-01 version: 3.0(1c)  
Node hx-2-esxi-02 version: 3.0(1c)  
root@SpringpathController7HNFK1BYQ4:~#
```

Vérification

Étape 1. Connectez-vous à l'adresse IP du cluster SCVM et exécutez cette commande à partir de l'interface de ligne de commande.

```
root@SpringpathController7HNFK1BYQ4:~#
root@SpringpathController7HNFK1BYQ4:~# stcli services asup show
recipientList:
  [redacted].com
enabled: True
root@SpringpathController7HNFK1BYQ4:~# stcli services smtp show
smtpServer: [redacted].com
fromAddress: HX-[redacted].com
root@SpringpathController7HNFK1BYQ4:~# █
```

Étape 2. Exécutez la commande **sendasup -t** à partir de SCVM, confirmez que vous ne voyez aucun « message d'échec » pour l'e-mail ASUP.

```
root@SpringpathController7HNFK1BYQ4:~#
root@SpringpathController7HNFK1BYQ4:~# sendasup -t
***** asup created, now consolidate and email: Args = -t
sendasup email_asup: arg from parent script:
Cluster-Name: hx-2-cluster
Cluster-Version: 3.0.1c-29681
Email - PrepareSubject command option : -t
Process command option : t
Subject with event type: HX Cluster: hx-2-cluster | test
ASUP_email_asup: non-Ping scenario
non-ping scenario - event without attachment target: default
SendMailWork---Arg-1 : /var/support/asup/email/cluster_body_1202d0099f0fb5a2:6a418293d93d8293..txt Arg-2 : [redacted]@cisco
.com [redacted]@cisco.com [redacted]@springpathinc.com Arg-3 :
Sending email for PING scenario: HX Cluster: hx-2-cluster | test | Version: 3.0.1c-29681 | ID: 1202d0099f0fb5a2:6a418293d9
3d8293 Content-Type=text/plain
Delete email tmp files
root@SpringpathController7HNFK1BYQ4:~# █
```

Étape 3. Vérifiez et confirmez que vous recevez l'e-mail de test ASUP contenant des informations sur l'état du cluster.



HX-2-Cluster

Thursday, October 4, 2018 at 4:19 PM

To: Atul Khanna; autosupport@springpathinc.com; Avinash Shukla

Content-Type=text/plain
User-Agent: s-nail v14.8.6

```
address:
name: hx-2-cluster
state: online
uptime: 30 days 5 hours 48 minutes 16 seconds
activeNodes: 4 of 4
compressionSavings: 0.0%
deduplicationSavings: 0.0%
freeCapacity: 19.9T
healingInfo:
  inProgress: False
resiliencyDetails:
  current ensemble size:4
  # of caching failures before cluster shuts down:3
  minimum cache copies remaining:3
  minimum data copies available for some user data:3
  minimum metadata copies available for cluster metadata:3
  # of unavailable nodes:0
  # of nodes failure tolerable for cluster to be available:1
  health state reason:storage cluster is healthy.
  # of node failures before cluster shuts down:3
  # of node failures before cluster goes into readonly:3
  # of persistent devices failures tolerable for cluster to be available:2
  # of node failures before cluster goes to enospace warn trying to move the existing data:na
  # of persistent devices failures before cluster shuts down:3
  # of persistent devices failures before cluster goes into readonly:3
  # of caching failures before cluster goes into readonly:na
  # of caching devices failures tolerable for cluster to be available:2
resiliencyInfo:
  messages:
    Storage cluster is healthy.
  state: 1
  nodeFailuresTolerable: 1
  cachingDeviceFailuresTolerable: 2
  persistentDeviceFailuresTolerable: 2
  zoneResInfoList: None
spaceStatus: normal
totalCapacity: 20.1T
totalSavings: 0.0%
usedCapacity: 195.9G
clusterAccessPolicy: lenient
dataReplicationCompliance: compliant
dataReplicationFactor: 3
```

Dépannage

Étape 1. Vérifiez la configuration dans le fichier `asup.cfg`. Exemple de fichier.

```
root@SpringpathController7HNFK1BYQ4:~#
root@SpringpathController7HNFK1BYQ4:~# cd /opt/springpath/storfs-asup/
root@SpringpathController7HNFK1BYQ4:~# cd /opt/springpath/storfs-asup/
root@SpringpathController7HNFK1BYQ4:~# cat asup.cfg
#
# asup.cfg
#
STORFS_ASUP_VERSION=0.1
STORFS_ASUP=/opt/springpath/storfs-asup
STORFS_ASUP_COMMANDFILE=${STORFS_ASUP}/asup.commands
ASUP_RECIPIENTS=autosupport@springpathinc.com
root@SpringpathController7HNFK1BYQ4:~#
```

Étape 2. Si vous ne voyez pas l'e-mail de test reçu ou si vous constatez une défaillance lors de l'exécution du test, exécutez simultanément un `tcpdump` pour voir pourquoi il peut échouer,

Exemple `tcpdump` - Le numéro de port SMTP est 25, donc exécutez `#tcpdump -v « port 25 »`

```
root@SpringpathController7HNFK1BYQ4:~#
root@SpringpathController7HNFK1BYQ4:~# tcpdump -v "port 25"
tcpdump: listening on eth0, link-type EN10MB (Ethernet), capture size 262144 bytes
23:39:43.919480 IP (tos 0x0, ttl 64, id 14932, offset 0, flags [DF], proto TCP (6), length 60)
```

Exemple de sortie d'e-mail de la connexion TCP SMTP active.

```
root@SpringpathController:~# tcpdump -v "port 25"
```

```
tcpdump: listening on eth0, link-type EN10MB (Ethernet), capture size 262144 bytes
23:19:29.675676 IP (tos 0x0, ttl 64, id 32615, offset 0, flags [DF], proto TCP (6), length 60)
SpringpathController.43728 > smtp: Flags [S], cksum 0x0eb4 (correct -> 0x30d2), seq 1145499023,
win 29200, options [mss 1460,sackOK,TS val 653300456 ecr 0,nop,wscale 7], length 0
23:19:29.718179 IP (tos 0x0, ttl 50, id 0, offset 0, flags [DF], proto TCP (6), length 60) smtp
> SpringpathController.43728: Flags [S.], cksum 0x7b29 (correct), seq 3464669186, ack
1145499024, win 28960, options [mss 1460,sackOK,TS val 3313859196 ecr 653300456,nop,wscale 7],
length 0 23:19:29.718196 IP (tos 0x0, ttl 64, id 32616, offset 0, flags [DF], proto TCP (6),
length 52) SpringpathController.43728 > smtp: Flags [.), cksum 0x0eac (correct -> 0x1a26), ack
1, win 229, options [nop,nop,TS val 653300467 ecr 3313859196], length 0 23:19:29.766871 IP (tos
0x0, ttl 50, id 53925, offset 0, flags [DF], proto TCP (6), length 142) smtp >
SpringpathController.43728: Flags [P.], cksum 0xeaal (correct), seq 1:91, ack 1, win 227,
options [nop,nop,TS val 3313859245 ecr 653300467], length 90: SMTP, length: 90 220 cisco.com
ESMTP Sendmail 8.15.2/8.15.2; Thu, 4 Oct 2018 23:19:29 GMT 23:19:29.766963 IP (tos 0x0, ttl 64,
id 32617, offset 0, flags [DF], proto TCP (6), length 52) SpringpathController.43728 > smtp:
Flags [.), cksum 0x0eac (correct -> 0x198f), ack 91, win 229, options [nop,nop,TS val 653300479
ecr 3313859245], length 0 23:19:29.767007 IP (tos 0x0, ttl 64, id 32618, offset 0, flags [DF],
proto TCP (6), length 68) SpringpathController.43728 > smtp: Flags [P.], cksum 0x0ebc (correct -
> 0xad5), seq 1:17, ack 91, win 229, options [nop,nop,TS val 653300479 ecr 3313859245], length
16: SMTP, length: 16 EHLO localhost 23:19:29.809718 IP (tos 0x0, ttl 50, id 53926, offset 0,
flags [DF], proto TCP (6), length 52) smtp > SpringpathController.43728: Flags [.), cksum 0x1957
(correct), ack 17, win 227, options [nop,nop,TS val 3313859287 ecr 653300479], length 0
23:19:29.809843 IP (tos 0x0, ttl 50, id 53927, offset 0, flags [DF], proto TCP (6), length 278)
smtp > SpringpathController.43728: Flags [P.], cksum 0xf21f (correct), seq 91:317, ack 17, win
227, options [nop,nop,TS val 3313859287 ecr 653300479], length 226: SMTP, length: 226 250-
smtp.cisco.com Hello [172.16.67.141], pleased to meet you 250-ENHANCEDSTATUSCODES 250-PIPELINING
250-EXPN 250-VERB 250-8BITMIME 250-SIZE 33554432 250-DSN 250-ETRN 250-STARTTLS 250-DELIVERBY 250
HELP 23:19:29.809907 IP (tos 0x0, ttl 64, id 32619, offset 0, flags [DF], proto TCP (6), length
88) SpringpathController.43728 > smtp: Flags [P.], cksum 0x0ed0 (correct -> 0x37fb), seq 17:53,
ack 317, win 237, options [nop,nop,TS val 653300490 ecr 3313859287], length 36: SMTP, length: 36
MAIL FROM:<HX-Cluster@cisco.com> 23:19:29.891867 IP (tos 0x0, ttl 50, id 53928, offset 0, flags
[DF], proto TCP (6), length 52) smtp > SpringpathController.43728: Flags [.), cksum 0x17f3
(correct), ack 53, win 227, options [nop,nop,TS val 3313859370 ecr 653300490], length 0
23:19:29.891885 IP (tos 0x0, ttl 64, id 32620, offset 0, flags [DF], proto TCP (6), length 159)
SpringpathController.43728 > smtp: Flags [P.], cksum 0x0f17 (correct -> 0x6d30), seq 53:160, ack
317, win 237, options [nop,nop,TS val 653300510 ecr 3313859370], length 107: SMTP, length: 107
RCPT TO:<email1@cisco.com> RCPT TO:<autosupport@springpathinc.com> RCPT TO:<email2@cisco.com>
DATA 23:19:29.926710 IP (tos 0x0, ttl 50, id 53929, offset 0, flags [DF], proto TCP (6), length
101) smtp > SpringpathController.43728: Flags [P.], cksum 0x8bed (correct), seq 317:366, ack 53,
win 227, options [nop,nop,TS val 3313859404 ecr 653300490], length 49: SMTP, length: 49 250
2.1.0 <HX-Cluster@cisco.com>... Sender ok 23:19:29.934244 IP (tos 0x0, ttl 50, id 53930, offset
0, flags [DF], proto TCP (6), length 52) smtp > SpringpathController.43728: Flags [.), cksum
0x1719 (correct), ack 160, win 227, options [nop,nop,TS val 3313859412 ecr 653300510], length 0
23:19:29.965252 IP (tos 0x0, ttl 64, id 32621, offset 0, flags [DF], proto TCP (6), length 52)
SpringpathController.43728 > smtp: Flags [.), cksum 0x0eac (correct -> 0x1704), ack 366, win
237, options [nop,nop,TS val 653300529 ecr 3313859404], length 0 23:19:30.007490 IP (tos 0x0,
ttl 50, id 53931, offset 0, flags [DF], proto TCP (6), length 257) smtp >
SpringpathController.43728: Flags [P.], cksum 0x85af (correct), seq 366:571, ack 160, win 227,
options [nop,nop,TS val 3313859485 ecr 653300529], length 205: SMTP, length: 205 250 2.1.5
<email1@cisco.com>... Recipient ok 250 2.1.5 <autosupport@springpathinc.com>... Recipient ok 250
2.1.5 <email2@cisco.com>... Recipient ok 354 Enter mail, end with "." on a line by itself
23:19:30.007516 IP (tos 0x0, ttl 64, id 32622, offset 0, flags [DF], proto TCP (6), length 52)
SpringpathController.43728 > smtp: Flags [.), cksum 0x0eac (incorrect -> 0x15d4), ack 571, win
245, options [nop,nop,TS val 653300539 ecr 3313859485], length 0 23:19:30.007541 IP (tos 0x0,
ttl 64, id 32623, offset 0, flags [DF], proto TCP (6), length 82) SpringpathController.43728 >
smtp: Flags [P.], cksum 0x0eca (incorrect -> 0x8563), seq 160:190, ack 571, win 245, options
[nop,nop,TS val 653300539 ecr 3313859485], length 30: SMTP, length: 30 From: HX-
Cluster@cisco.com 23:19:30.007591 IP (tos 0x0, ttl 64, id 32624, offset 0, flags [DF], proto TCP
(6), length 1500) SpringpathController.43728 > smtp: Flags [.), cksum 0x1454 (incorrect ->
0xc6bf), seq 190:1638, ack 571, win 245, options [nop,nop,TS val 653300539 ecr 3313859485],
```

length 1448: SMTP, length: 1448 Date: Thu, 04 Oct 2018 23:19:29 +0000 To: user1@cisco.com, autosupport@springpathinc.com, user2@cisco.com Subject: HX Cluster: hx-cluster | test | Version: 3.0.1c-29681 | ID: 1202d0099f0fb5a2:6a418293d93d8293 Content-Type=text/plain User-Agent: s-nail v14.8.6 address: X.X.X.X name: hx-cluster state: online uptime: 30 days 5 hours 48 minutes 16 seconds activeNodes: 4 of 4 compressionSavings: 0.0% deduplicationSavings: 0.0% freeCapacity: 19.9T .. <EMAIL Output Truncate > 23:19:30.050129 IP (tos 0x0, ttl 50, id 53933, offset 0, flags [DF], proto TCP (6), length 52) smtp > SpringpathController.43728: Flags [.] , cksum 0x0fdf (correct), ack 1638, win 249, options [nop,nop,TS val 3313859528 ecr 653300539], length 0 23:19:30.092223 IP (tos 0x0, ttl 50, id 53934, offset 0, flags [DF], proto TCP (6), length 52) smtp > SpringpathController.43728: Flags [.] , cksum 0x0dfe (correct), ack 2043, win 272, options [nop,nop,TS val 3313859570 ecr 653300550], length 0 23:19:30.101680 IP (tos 0x0, ttl 50, id 53935, offset 0, flags [DF], proto TCP (6), length 108) smtp > SpringpathController.43728: Flags [P.] , cksum 0x836b (correct), seq 571:627, ack 2043, win 272, options [nop,nop,TS val 3313859579 ecr 653300550], length 56: SMTP, length: 56 250 2.0.0 w94NJTiv013119 Message accepted for delivery 23:19:30.101719 IP (tos 0x0, ttl 64, id 32626, offset 0, flags [DF], proto TCP (6), length 58) SpringpathController7HNFk1BYQ4.43728 > smtp: Flags [P.] , cksum 0x0eb2 (incorrect -> 0x6609), seq 2043:2049, ack 627, win 245, options [nop,nop,TS val 653300563 ecr 3313859579], length 6: SMTP, length: 6 QUIT 23:19:30.144067 IP (tos 0x0, ttl 50, id 53936, offset 0, flags [DF], proto TCP (6), length 108) smtp > SpringpathController.43728: Flags [P.] , cksum 0xcba6 (correct), seq 627:683, ack 2049, win 272, options [nop,nop,TS val 3313859622 ecr 653300563], length 56: SMTP, length: 56 221 2.0.0 rcdn-core2-2-r6.cisco.com closing connection