

# Configurar o suporte automático Hyperflex

## Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Componentes Utilizados](#)

[Configuração](#)

[Configurar via IU do HX Connect](#)

[Configurar via CLI](#)

[Verificar](#)

[Troubleshoot](#)

## Introduction

Este documento descreve o suporte automático e o Smart Call Home para sistemas Cisco Hyperflex.

Você pode configurar o cluster de armazenamento HX para enviar notificações por e-mail automáticas sobre eventos documentados. Os dados coletados nas notificações podem ser usados para ajudar a solucionar problemas no cluster de armazenamento HX.

## Prerequisites

### Requirements

A Cisco recomenda que você tenha conhecimento destes tópicos:

- Cluster HXDP
- Servidor SMTP
- Conexão HX

### Componentes Utilizados

As informações neste documento são baseadas nestas versões de software e hardware:

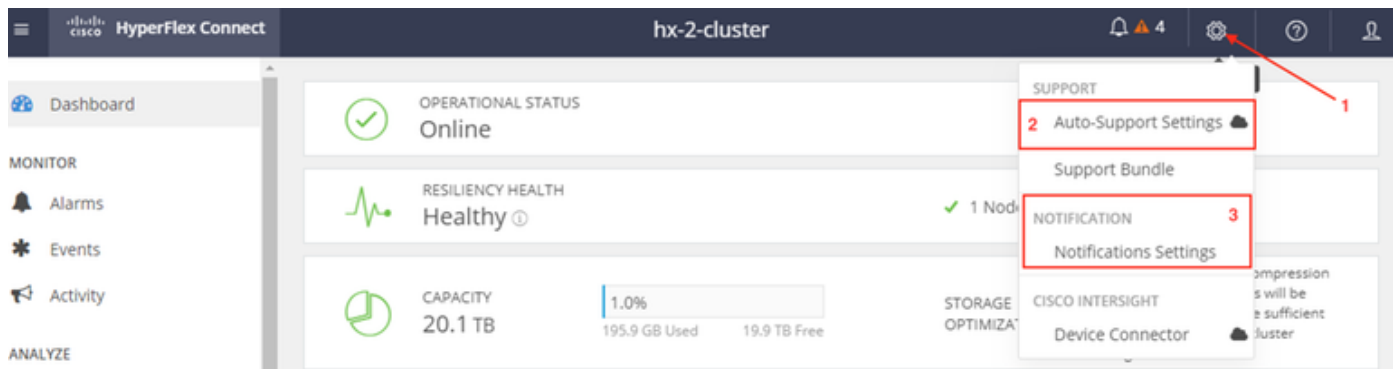
- HX Cluster versão 3.0(1c)
- DNS do servidor de e-mail SMTP

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. Se a rede estiver ativa, certifique-se de que você entenda o impacto potencial de qualquer comando.

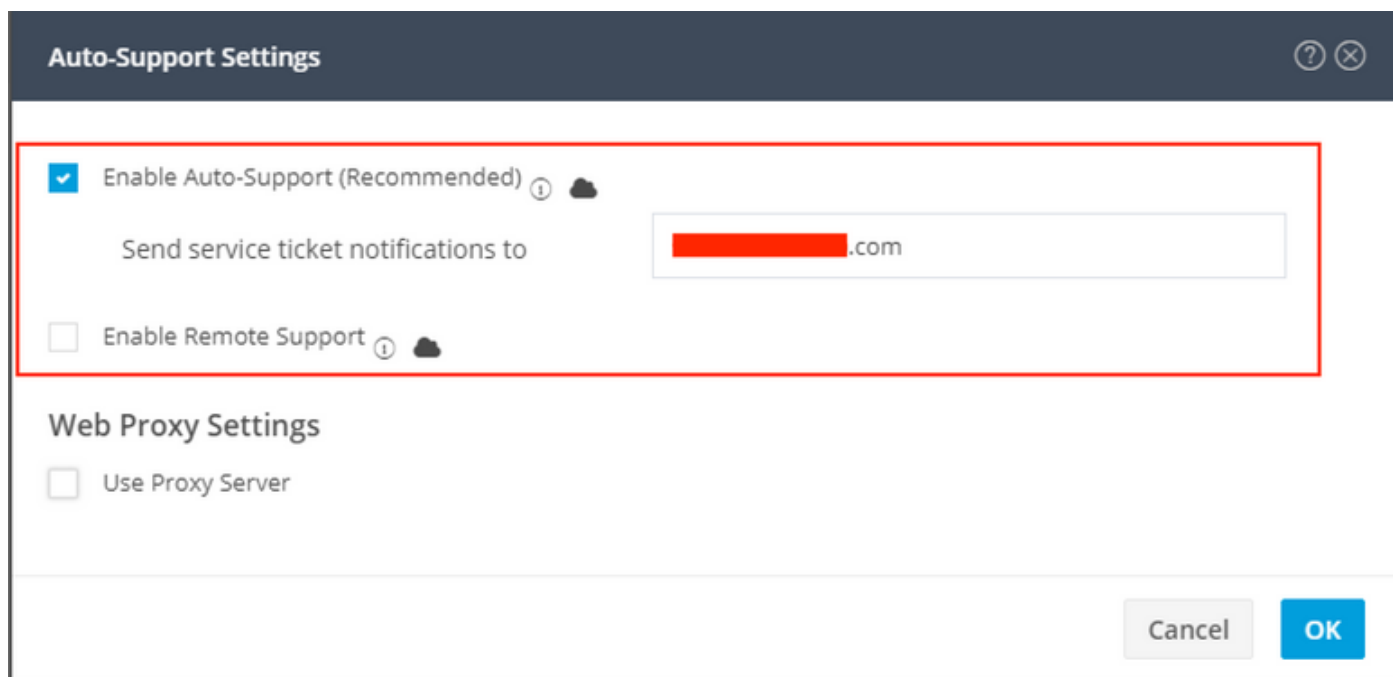
## Configuração

## Configurar via IU do HX Connect

Etapa 1. Faça login na conexão HX. Clique em Editar configurações (ícone da engrenagem) e escolha **Configurações de suporte automático**, como mostrado na imagem.



Etapa 2. Clique em **Auto Support Setting** e configure os parâmetros.



**Note:** Se você Habilitar Suporte Remoto - Ele permite o acesso ao cluster de armazenamento HX pelo Suporte para coletar informações sobre operações de cluster para acelerar a solução de problemas em anomalias relatadas.

**Etapa 3.** No banner, clique em Editar configurações (ícone da engrenagem) e verifique as Configurações de notificações.

## 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

## Configurar via CLI

Etapa 1. Habilite a notificação ASUP.

```
# stcli services asup enable
```

Etapa 2. Configure o servidor de email SMTP.

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

Etapa 3. Adicione o endereço de e-mail do destinatário.

```
# destinatários de asup de serviços stcli adicionar — destinatários 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:~# █
```

## Verificar

Etapa 1. Faça login no SCVM Cluster IP e execute este comando a partir da CLI.

```
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:~# █
```

Etapa 2. Execute o comando **sendasup -t** do SCVM, confirme se você não vê nenhuma "mensagem de falha" para o 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:~# █
```

Etapa 3. Verifique e confirme se você recebeu o e-mail de teste ASUP que contém informações sobre o estado do cluster.



HX-2-Cluster [REDACTED]

Thursday, October 4, 2018 at 4:19 PM

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

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

```
address: [REDACTED]
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
```

## Troubleshoot

Etapa 1. Verifique a configuração no arquivo `asup.cfg`. Exemplo de arquivo.

```
root@SpringpathController7HNFK1BYQ4:~#
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:~#
```

Etapa 2. Se o e-mail de teste não for recebido ou se você vir uma falha quando o teste for executado, execute um `tcpdump` simultaneamente para ver por que ele pode estar falhando,

Exemplo `tcpdump` - O número da porta SMTP é 25, portanto execute `#tcpdump -v "porta 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)
```

Exemplo de saída de e-mail da conexão SMTP TCP em funcionamento.

```
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:<email@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
<email@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