

配置Hyperflex自动支持

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简介

本文档介绍Cisco Hyperflex系统的自动支持和Smart Call Home。

您可以配置HX存储集群，以发送有关记录事件的自动电子邮件通知。通知中收集的数据可用于帮助排除HX存储集群中的问题。

先决条件

要求

Cisco 建议您了解以下主题：

- HXDP集群
- SMTP服务器
- HX连接

使用的组件

本文档中的信息基于以下软件和硬件版本：

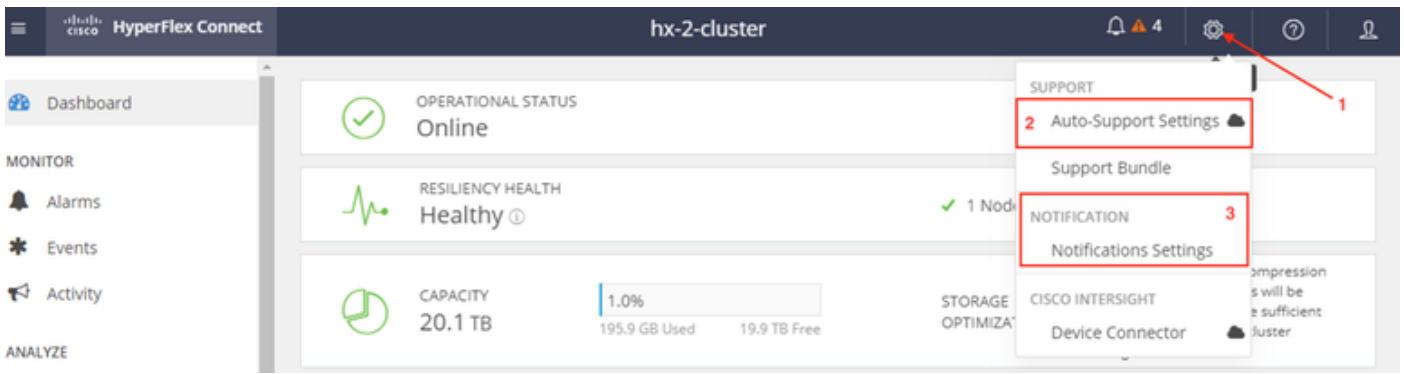
- HX集群版本3.0(1c)
- SMTP电子邮件服务器DNS

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您的网络处于活动状态，请确保您了解所有命令的潜在影响。

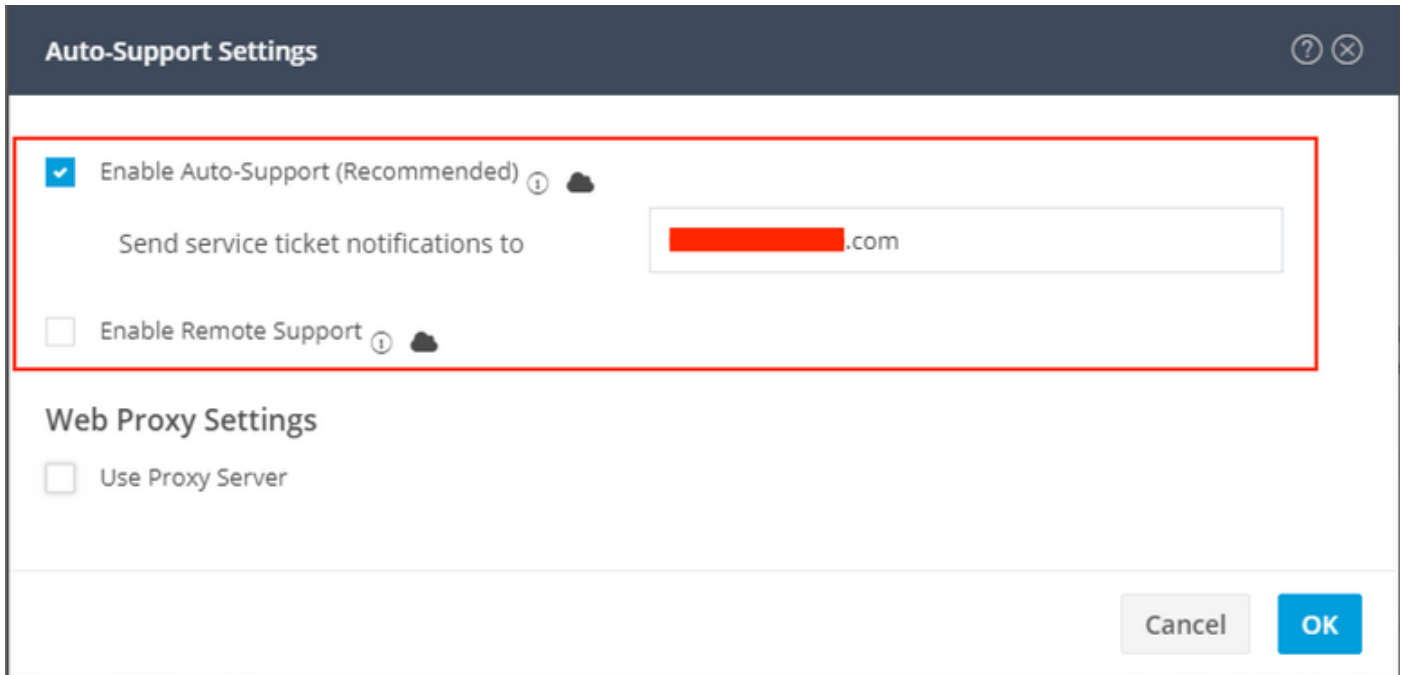
配置

通过HX连接UI配置

步骤1.登录HX连接。单击“编辑设置”（齿轮图标）并选择“自动支持设置”，如图所示。



步骤2.单击“自动支持设置”并配置参数。



注意：如果启用远程支持 — 它允许支持人员访问您的HX存储集群，以收集有关集群操作的信息，从而加速对报告的异常进行故障排除。

步骤3.在横幅中，单击“编辑设置”（齿轮图标），然后选中“通知设置”。

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

通过CLI配置

步骤1.启用ASUP通知。

```
# stcli services asup enable
```

步骤2.配置SMTP邮件服务器。

```
# stcli services smtp set --smtp mailhost.eng.mycompany.com --来自地址  
smtpnotice@mycompany.com
```

步骤3.添加收件人电子邮件地址。

```
stcli services asup recipients add - recipients 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]@[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:~#
```

验证

步骤1.登录SCVM集群IP并从CLI运行此命令。

```

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:~# █

```

步骤2.从SCVM运行命令sendasup -t，确认您没有看到ASUP电子邮件的任何“故障消息”。

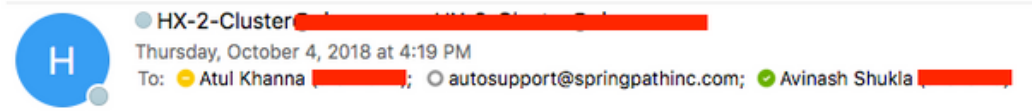
```

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: 1202d0099f0fb5a2:6a418293d93d8293 Content-Type=text/plain
Delete email tmp files
root@SpringpathController7HNFK1BYQ4:~# █




```

步骤3.检查并确认您收到包含集群状态信息的ASUP测试电子邮件。

HX Cluster: hx-2-cluster | test | Version: 3.0.1c-29681 | ID: 1202d0099f0fb5a2:6a418293d93d8293

 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

故障排除

步骤1.检查asup.cfg文件中的配置。示例文件。

```
root@SpringpathController7HNFK1BYQ4:~#  
root@SpringpathController7HNFK1BYQ4:~# cd /opt/springpath/storfs-asup/  
root@SpringpathController7HNFK1BYQ4:/opt/springpath/storfs-asup# 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:/opt/springpath/storfs-asup# █
```

步骤2.如果您没有看到收到测试电子邮件，或者在执行测试时看到失败，请同时执行tcpdump以了解其可能失败的原因，

示例tcpdump - SMTP端口号为25，因此请运行#tcpdump -v "端口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)
```

工作SMTP TCP连接的电子邮件输出示例。

```
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 [P.], 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 [P.], 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 [P.], 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 [P.], 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 [P.], 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 [P.], 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