

DDN Collect Tool Simplifies Log Collection for SFA OS



Faster, Simpler Data Collection

DDN Collect is a new support utility that makes diagnostic data collection simpler and faster on SFA storage platforms. It is now the preferred method for collecting SFA OS diagnostic data for use by DDN Support.

A single Python line command (or menu option) directs the tool to aggregate system status information, logs, and diagnostics from both controllers into a single file transfer bundle for upload to DDN Support. The file transfer bundle includes:

- API-extracted system health data, system configuration data, and system event logs
- Command line user interface (CLUI) command output
- Diagnostic data such as developer logs, kernel logs, and system crash core files

A configuration file enables you to customize how much or how little data to collect and saves parameters such as contact information and the DDN Support case number across multiple data collection runs.

The data collected by DDN Collect may be attached to a support case as usual or uploaded automatically by the tool to the DDN FTP server.

System Requirements

DDN Collect runs on Red Hat Enterprise Linux (RHEL), CentOS, Debian, or Ubuntu servers with IP connectivity to the SFA storage controllers.

A connection to the internet may be required at install time to access certain Python, PIP, and SSL packages on which DDN Connect has dependencies. After installation, no internet connection is required to use the tool.

Availability and Download

DDN Collect is available now to DDN Support customers at no extra charge. Customers may download the utility software and documentation from the DDN web site at <https://www.ddn.com/download/ddn-collect/>.

Contacting DDN Technical Support

Please contact DDN Technical Support at any time if you have questions or need assistance. Support can be reached by phone, by email, or on the web as listed below.

Web

DDN Community Support Portal
Portal Assistance

<https://community.ddn.com/login>
webportal.support@ddn.com

Telephone

DDN Support Worldwide Directory <https://www.ddn.com/support/global-services-overview/>

Email

Support Email support@ddn.com

Bulletins & Notices

Support Bulletins <http://www.ddn.com/support/technical-support-bulletins>

End-of-Life Notices <http://www.ddn.com/support/end-of-life-notices>

Release Notes <https://community.ddn.com/login>

Subscription Requests support-tsb@ddn.com