

# EXAScaler Log Agent Simplifies Support Log Collection



**ALERT!** The EXAScaler Log Agent replaces DDN Collect for EXAScaler customers.

## Preferred Log Collection Utility

The EXAScaler Log Agent (`es_log_agent`) is the new, preferred way to collect and upload diagnostic data from the EXAScaler file system and its associated SFA storage hardware to DDN Support.

The EXAScaler log agent simplifies diagnostics by gathering all the most commonly needed information from all file system server nodes in the storage cluster as well as all connected SFA storage subsystems in a single step. It then packages that information in a format suitable for automated analytics and optionally uploads it to DDN.

Standardized analysis by our in-house automation and your DDN Technical Support Engineer ensures the basics don't get missed and speeds time to problem resolution.

## Data Collected

The EXAScaler Log Agent collects the same diagnostic data that your DDN Technical Support Engineer would otherwise request manually for any technical support case. This includes system configuration information (with a focus on identifying back-level firmware or problematic parameter settings) as well as error history from the system logs. It reports the following to DDN:

- A subset of data collected by the EXAScaler `esctl showall` command
- SFA `show` command output, controller event and system logs, and SFA API `getAll()` on member classes

The EXAScaler Log Agent does not retrieve low-level engineering “Diags” by default. These very large files are crucial for resolving more complex problems involving the SFA hardware, but they are not routine and are only requested at need. Your DDN Technical Support Engineer will ask you to run a special EXAScaler Log Agent command manually to retrieve “Diags” if they are needed.

**NOTE** The EXAScaler Log Agent **does not access any customer application data.**

## Uploading Data to DDN

The EXAScaler Log Agent can upload data to DDN just once if desired. However, it is optionally configurable to collect system information at scheduled intervals and upload it automatically to a DDN cloud service. Regular system status snapshots can be helpful when troubleshooting complex problems.

**NOTE** You must **explicitly opt out** of scheduled automatic uploads when installing `es_log_agent`.

## Enabling the EXAScaler Log Agent

This *free* utility is included with EXAScaler 5.0 and higher at no extra charge. It is distributed as an RPM for yum installation as follows:

- **EXAScaler 5.0.x and 5.1.x**—Contact DDN Support to download the latest RPM.
- **EXAScaler 5.2.0 and higher**—The RPM is bundled with EXAScaler on the installation ISO. Contact DDN Support to ensure you have the latest version.

Installation and configuration details are provided in the *EXAScaler Installation and Administration Guide* for version 5.2.x or higher. You can download a copy of this manual from the “Documentation” tab of the DDN Customer Support Portal or contact DDN Support to obtain a copy.

## Contacting DDN Technical Support

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

### Web

*DDN Community Support Portal* <https://community.ddn.com/login>  
*Portal Assistance* [webportal.support@ddn.com](mailto:webportal.support@ddn.com)

### Email

*Support Email* [support@ddn.com](mailto:support@ddn.com)

### Telephone

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

### 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](mailto:support-tsb@ddn.com)