H3C 服务器收集 Linux 系统日志

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一. 适用范围与注意事项

- 本文档旨在说明 H3C 服务器在 Linux 系统下收集系统日志方法。
- 实际情况是否适用本文档，请通过下面导航链接进行确认：
  https://zhiliao.h3c.com/Theme/details/208104
- 提示：
  - 本文档中的信息（包括产品，软件版本和设置参数）仅作参考示例，具体操作与目标需求请以实际为准。
  - 本文档不定期更新维护，请以发布的最新版本为准。

二. 操作准备

- 连接 BMC 与启用远程控制台
  非鲲鹏服务器请参考：https://zhiliao.h3c.com/Theme/details/210144
  鲲鹏服务器请参考：https://zhiliao.h3c.com/theme/details/223857

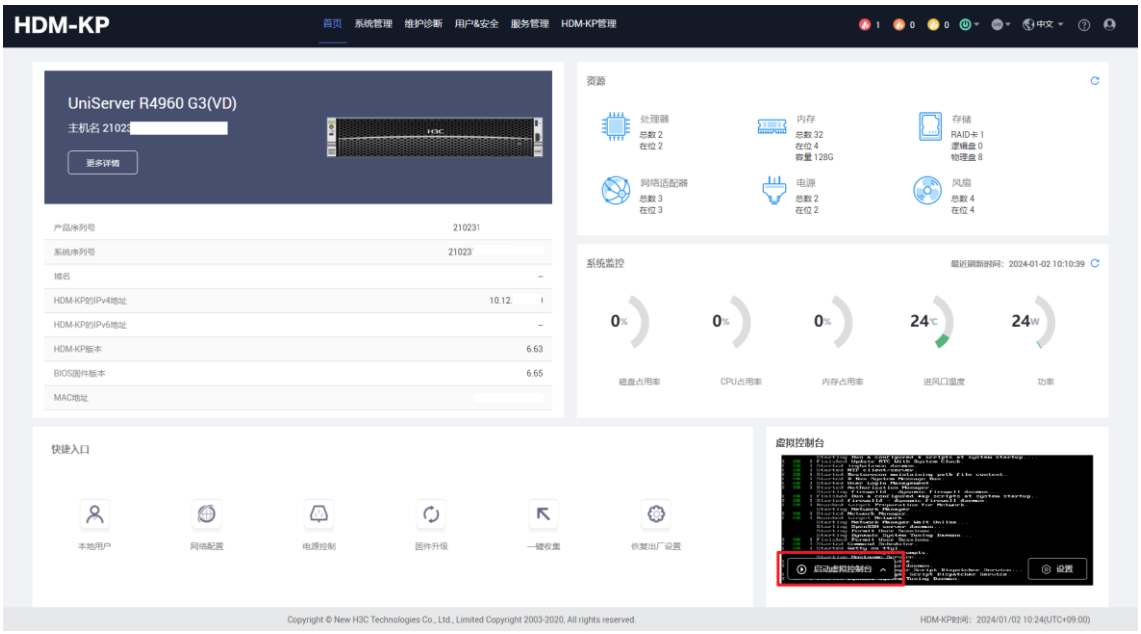
三. 操作步骤

1. 访问系统

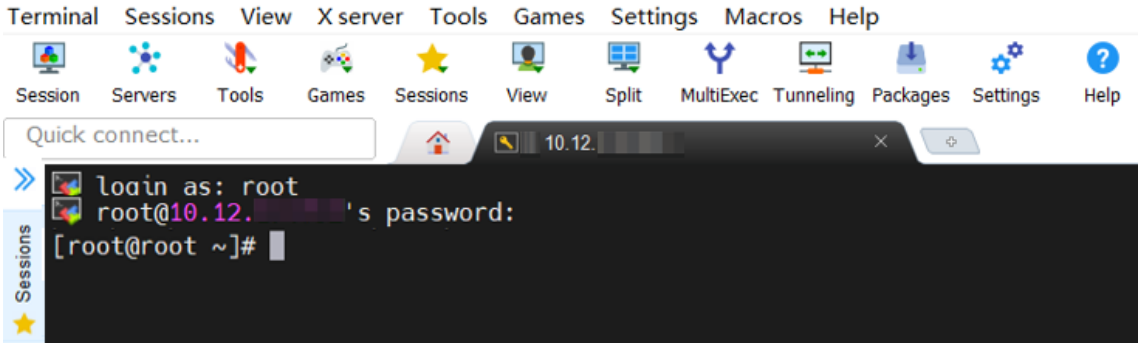
1.1 通过 BMC 启用 JAVA KVM/H5 KVM 访问系统

HDM 界面：

HDM-KP 界面：



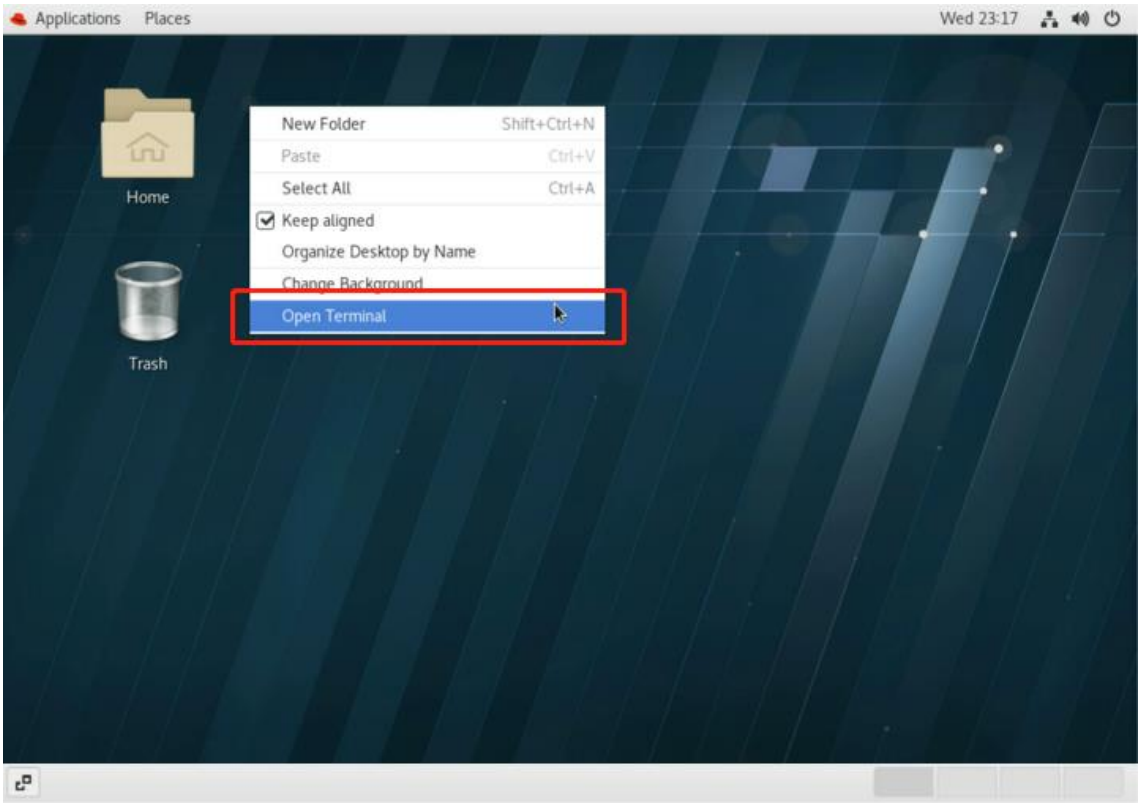
1.2 通过第三方 SSH 工具访问系统



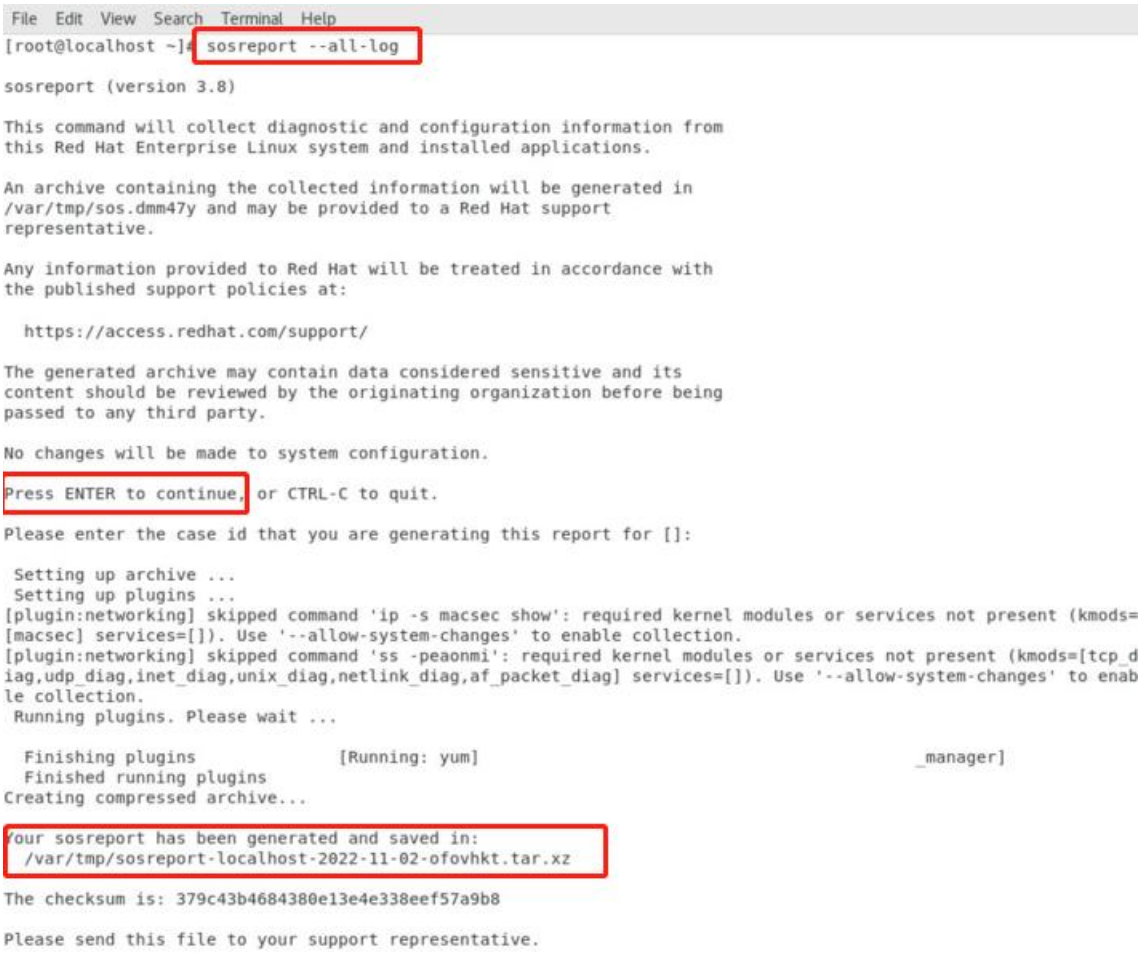
2. 收集系统日志

2.1 Redhat/CentOS 系统

2.1.1 图形化界面使用鼠标右键选择 **Open Terminal** 开启终端；命令行界面请直接参考下一步骤。



2.1.2 在终端/命令行/SSH 中，执行 sosreport --all-log 命令收集系统日志。



2.1.3 日志将存放于/var/tmp 目录。

```
[root@localhost ~]# ls /var/tmp
abrt
sosreport-localhost-2022-11-02-ofovhkt.tar.xz
sosreport-localhost-2022-11-02-ofovhkt.tar.xz.md5
```

2.1.4 通过 U 盘挂载至服务器拷出，或使用 SSH 工具导出至本地。

2.2 Ubuntu 系统

2.2.1 手动导出系统日志

如果无法安装 sosreport 的包，可以尝试收集以下日志。

1) 将/var/log/目录下信息打包为 tar.gz 文件

```
root@H3CUbuntuLogGet:~# tar -czvf /root/log.tar.gz /var/log/
/var/log/installer/
/var/log/installer/curtin-install/
/var/log/installer/curtin-install/subiquity-curthooks.conf
/var/log/installer/curtin-install/subiquity-extract.conf
/var/log/installer/curtin-install/subiquity-initial.conf
/var/log/installer/curtin-install/subiquity-partitioning.conf
/var/log/installer/subiquity-client-debug.log.3151
/var/log/installer/media-info
/var/log/installer/casper-md5check.json
/var/log/installer/cloud-init-output.log
/var/log/installer/subiquity-client-debug.log
/var/log/installer/subiquity-server-debug.log
/var/log/installer/subiquity-server-debug.log.3189
/var/log/installer/cloud-init.log
/var/log/installer/subiquity-server-info.log
/var/log/installer/curtin-install.log
/var/log/installer/installer-journal.txt
/var/log/installer/device-map.json
/var/log/installer/subiquity-curtin-apt.conf
/var/log/installer/subiquity-client-info.log
/var/log/installer/subiquity-client-info.log.3151
/var/log/installer/block/
/var/log/installer/block/probe-data.json
/var/log/installer/block/discover.log
/var/log/installer/autoinstall-user-data
/var/log/installer/subiquity-server-info.log.3189
/var/log/auth.log
/var/log/apt/
/var/log/apt/term.log
/var/log/apt/eipp.log.xz
/var/log/apt/history.log
/var/log/dist-upgrade/
/var/log/faillog
/var/log/dmesg.2.gz
/var/log/syslog
/var/log/arcconfig.xml
/var/log/journal/
/var/log/journal/86b5975f02784a469e28464c20123890/
/var/log/journal/86b5975f02784a469e28464c20123890/system@00060f9277fd8a69-a30f7004c499aa2d.journal~
/var/log/journal/86b5975f02784a469e28464c20123890/system.journal
/var/log/journal/86b5975f02784a469e28464c20123890/user-1000.journal
/var/log/journal/86b5975f02784a469e28464c20123890/user-1000@2db405c1171c4ae5b37bd58951644426-0000000000000c12-00060f445e8fff6a.j
ournal
/var/log/journal/86b5975f02784a469e28464c20123890/system@00060f56bc20db71-4fcf46c67d73480c.journal~
/var/log/journal/86b5975f02784a469e28464c20123890/system@e9eb2613b87d4117a27349949100c62e-0000000000002a60-00060f56bc1ce6f2.jour
nal
/var/log/kern.log
```

2) 使用 lshw > /root/lshw.log 命令收集服务器硬件信息

```
root@H3CUbuntuLogGet:~# lshw
h3cubuntulogget
    description: Rack Mount Chassis
    product: N/A (0)
    vendor: N/A
    version: To be filled by O.E.M.
    serial: 210235A3U6H196000018
    width: 64 bits
    capabilities: smbios-2.8 dmi-2.8 smp vsyscall32
    configuration: boot=normal chassis=rackmount family=Rack sku=0 uuid=a9e6aa44-4077-0497-e611-b7cff6b35eaf
  *-core
       description: Motherboard
       product: RS63M2C9S
       vendor: N/A
       physical id: 0
       version: 0231ABRQ
       serial: 210231ABRQH204000004
       slot: Default string
     *-firmware
          description: BIOS
          vendor: American Megatrends Inc.
          physical id: 0
          version: 2.00.52
          date: 08/10/2021
          size: 64KiB
          capacity: 32MiB
          capabilities: pci upgrade shadowing cdboot bootselect socketedrom edd int13floppy1200 int13floppy720 int13floppy2880
nt5printscreen int14serial int17printer acpi usb biosbootspecification uefi
     *-memory
          description: System Memory
          physical id: 4c
          slot: System board or motherboard
          size: 256GiB
          capacity: 18TiB
          capabilities: ecc
          configuration: errordetection=ecc
        *-bank:0
             description: DIMM DDR4 Synchronous Registered (Buffered) 2666 MHz (0.4 ns)
             product: 36ASF4G72PZ-2G6D1
             vendor: Micron
             physical id: 0
             serial: 20E6291E
             slot: Processor1 Ch1 DIMM A1
             size: 32GiB
             width: 64 bits
             clock: 2666MHz (0.4ns)
        *-bank:1
```

2.2.2 收集 sosreport 日志

1) 使用 root 账号登录，设置镜像源并更新源缓存，设置镜像源方法请参考系统侧说明。

```
root@H3CUbuntuLogGet:~/abc# apt-get update
Hit:1 https://mirrors.ustc.edu.cn/ubuntu focal InRelease
Hit:2 https://mirrors.ustc.edu.cn/ubuntu focal-updates InRelease
Hit:3 https://mirrors.ustc.edu.cn/ubuntu focal-backports InRelease
Hit:4 https://mirrors.ustc.edu.cn/ubuntu focal-security InRelease
Hit:5 https://mirrors.ustc.edu.cn/ubuntu focal-proposed InRelease
Reading package lists... Done
root@H3CUbuntuLogGet:~/abc#
```

2) 安装收集系统日志相关软件包和依赖

```
root@H3CUbuntuLogGet:~# apt-get install sosreport
Reading package lists... Done
Building dependency tree... Done
Reading state information... Done
The following NEW packages will be installed:
  sosreport
0 upgraded, 1 newly installed, 0 to remove and 0 not upgraded.
Need to get 0 B/329 kB of archives.
After this operation, 1,990 kB of additional disk space will be used.
Selecting previously unselected package sosreport.
(Reading database ... 75816 files and directories currently installed.)
Preparing to unpack .../sosreport_4.5.6-0ubuntu1~20.04.2_amd64.deb ...
Unpacking sosreport (4.5.6-0ubuntu1~20.04.2) ...
Setting up sosreport (4.5.6-0ubuntu1~20.04.2) ...
Processing triggers for man-db (2.11.2-1) ...
Scanning processes...
Scanning processor microcode...
Scanning linux images...

Running kernel seems to be up-to-date.

The processor microcode seems to be up-to-date.

No services need to be restarted.

No containers need to be restarted.

No user sessions are running outdated binaries.

No VM guests are running outdated hypervisor (qemu) binaries on this host.
root@H3CUbuntuLogGet:~# _
```

3) 使用 sos report 命令收集系统日志

```
root@H3CUbuntuLogGet:~# sos report

sosreport (version 4.5.6)

This command will collect system configuration and diagnostic
information from this Ubuntu system.

For more information on Canonical visit:

        Community Website  : https://www.ubuntu.com/
        Commercial Support : https://www.canonical.com

The generated archive may contain data considered sensitive and its
content should be reviewed by the originating organization before being
passed to any third party.

No changes will be made to system configuration.


Press ENTER to continue, or CTRL-C to quit.

Optionally, please enter the case id that you are generating this report for []:

 Setting up archive ...
 Setting up plugins ...
```

4) 日志收集成功，默认路径及名称为为 tmp 目录下 sosreport+Hostname+日期.tar.xz 文件

```
  Finishing plugins              [Running: hardware]
  Finished running plugins
Creating compressed archive...

Your sosreport has been generated and saved in:
        /tmp/sosreport-H3CUbuntuLogGet-2024-01-19-fahxedf.tar.xz

 Size    4.32MiB
 Owner   root
 sha256 bae1419038972b3d112ba1f35c806b7c8f685dc4efa95e3eb62cd3e576cc7ec3

Please send this file to your support representative.

root@H3CUbuntuLogGet:~# _
```

2.3 SUSE 系统

2.3.1 手动导出系统日志

如果无法安装 supportconfig 的包，可以尝试收集以下日志。

1) 将/var/log 目录下信息打包为 tar.gz 文件

```
localhost:~ # tar -czvf /root/log.tar.gz /var/log/_
/var/log/
/var/log/YaST2/
/var/log/YaST2/_dev_nvme0n1
/var/log/YaST2/_dev_disk_by-id_nvme-nvme.15ad-564d57617265204e564d455f30303030-564d77617265205669727
475616c204e564d65204469736b-00000001
/var/log/YaST2/badlist
/var/log/YaST2/memsample.zcat
/var/log/YaST2/macro_inst_initial.ycp
/var/log/YaST2/y2log-1.gz
/var/log/YaST2/curl_log
/var/log/YaST2/storage-inst/
/var/log/YaST2/storage-inst/06-actions.txt
/var/log/YaST2/storage-inst/07-actions.txt
/var/log/YaST2/storage-inst/02-proposed.xml
/var/log/YaST2/storage-inst/02-proposed.yml
/var/log/YaST2/storage-inst/04-proposed.xml
/var/log/YaST2/storage-inst/01-probed.xml
/var/log/YaST2/storage-inst/01-probed.yml
/var/log/YaST2/storage-inst/08-committed.xml
/var/log/YaST2/storage-inst/08-committed.yml
/var/log/YaST2/storage-inst/03-actions.txt
/var/log/YaST2/storage-inst/04-proposed.yml
/var/log/YaST2/storage-inst/05-actions.txt
/var/log/YaST2/y2start.log
/var/log/YaST2/yast-installation-logs.tar.xz
/var/log/zypp/
/var/log/zypp/history
/var/log/alternatives.log
/var/log/pbl.log
/var/log/krb5/
/var/log/tallylog
/var/log/lastlog
/var/log/private/
/var/log/chrony/
/var/log/audit/
/var/log/audit/audit.log
```

2) 使用 hwinfo 收集硬件信息

```
localhost:~ # hwinfo | more
============ start debug info ============
libhd version 21.84 (x86-64) [7688]
using /var/lib/hardware
kernel version is 5.14
----- /proc/cmdline -----
  BOOT_IMAGE=/boot/vmlinuz-5.14.21-150500.53-default root=UUID=e3befdf7-0096-4c75-999c-e70f7621998e
splash=silent resume=/dev/disk/by-uuid/18a23412-49c1-4340-8def-0207991c9448 mitigations=auto quiet s
ecurity=apparmor
----- /proc/cmdline end -----
debug = 0xff7ffff7
probe = 0x15938fcdaa17fcf9fffe (+memory +pci +isapnp +net +floppy +misc +misc.serial +misc.par +misc
.floppy +serial +cpu +bios +monitor +mouse +scsi +usb -usb.mods +modem +modem.usb +parallel +paralle
l.lp +parallel.zip -isa -isa.isdn +isdn +kbd +prom +sbus +int +braille +braille.alva +braille.fhp +b
raille.ht -ignx11 +sys -bios.vbe -isapnp.old -isapnp.new -isapnp.mod +braille.baum -manual +fb +pppo
e -scan +pcmcia +fork -parallel.imm +s390 +cpuemu -sysfs -s390disks +udev +block +block.cdrom +block
.part +edd +edd.mod -bios.ddc -bios.fb -bios.mode +input +block.mods +bios.vesa -cpuemu.debug -scsi.
noserial +wlan -bios.crc -hal +bios.vram +bios.acpi -bios.ddc.ports=0 +modules.pata -net.eeprom +x86
emu=dump -max -lxrc)
shm: attached segment 1 at 0x7f0c43f93000
>> hal.1: read hal data
>> floppy.1: get nvram
----- /proc/nvram -----
  Checksum status: valid
  # floppies     : 1
  Floppy 0 type  : none
  Floppy 1 type  : none
  HD 0 type      : none
  HD 1 type      : none
  HD type 48 data: 53760/6/212 C/H/S, precomp 10, lz 0
  HD type 49 data: 32785/128/83 C/H/S, precomp 0, lz 31744
  DOS base memory: 640 kB
  Extended memory: 64512 kB (configured), 64512 kB (tested)
  Gfx adapter    : EGA, VGA, ... (with BIOS)
  FPU            : installed
----- /proc/nvram end -----
>> floppy.2: nvram info
```

2.3.2 收集 supportconfig 日志

1) 使用 root 账号登录，设置镜像源并更新源缓存，设置镜像源方法请参考系统侧说明。

```
localhost:~ # zypper lr
Repository priorities are without effect. All enabled repositories share the same priority.

# | Alias                    | Name                     | Enabled | GPG Check | Refresh
--+--------------------------+--------------------------+---------+-----------+--------
1 | mirror-backports-update  | mirror-backports-update  | Yes     | (r ) Yes  | Yes
2 | mirror-non-oss           | mirror-non-oss           | Yes     | (r ) Yes  | Yes
3 | mirror-oss               | mirror-oss               | Yes     | (r ) Yes  | Yes
4 | mirror-sle-update        | mirror-sle-update        | Yes     | ( p) Yes  | Yes
5 | mirror-update            | mirror-update            | Yes     | (r ) Yes  | Yes
6 | mirror-update-non-oss    | mirror-update-non-oss    | Yes     | (r ) Yes  | Yes
localhost:~ #
```

2) 安装收集系统日志相关软件包和依赖

```
localhost:~ # zypper install supportutils
Loading repository data...
Reading installed packages...
Resolving package dependencies...

The following NEW package is going to be installed:
  supportutils

The following package has no support information from its vendor:
  supportutils

1 new package to install.
Overall download size: 98.1 KiB. Already cached: 0 B. After the operation, additional 294.3 KiB will be used.
Continue? [y/n/v/...? shows all options] (y): y
Retrieving: supportutils-3.1.21-150300.7.35.15.1.noarch (mirror-oss)                    (1/1),  98.1 KiB
Retrieving: supportutils-3.1.21-150300.7.35.15.1.noarch.rpm .....................................[done (48.0 KiB/s)]

Checking for file conflicts: ..........................................................................[done]
(1/1) Installing: supportutils-3.1.21-150300.7.35.15.1.noarch .........................................[done]
localhost:~ #
```

3) 使用 supportconfig -A 命令收集系统日志

```
localhost:~ # supportconfig -A
================================================================================
                    Support Utilities - Supportconfig
                         Script Version: 3.1.11-46.2
                        Library Version: 3.1.11-29.6
                         Script Date: 2022 10 18

 Detailed system information and logs are collected and organized in a
 manner that helps reduce service request resolution times. Private system
 information can be disclosed when using this tool. If this is a concern,
 please prune private data from the log files. Several startup options
 are available to exclude more sensitive information. Supportconfig data is
 used only for diagnostic purposes and is considered confidential information.
 See http://www.suse.com/company/policies/privacy/
================================================================================

Gathering system information
  Data Directory:    /var/log/scc_localhost.localdomain_240119_1655

  Basic Server Health Check...              Done
  RPM Database...                           Done
  Basic Environment...                      Done
  System Modules...                         Done
  Memory Details...                         Done
  Disk I/O...                               Done
  B-tree File System...                     Done
  Transactional Update...                   Skipped
  Tuned...                                  Skipped
  YaST Files...                             Done
  File System List...                       Please Wait... Done
  Auditing...                               Done
  Crash Info...                             Done
  Email...                                  Done
```

4) 日志收集成功

```
  yast2-tune-4.5.1-150500.1.1.x86_64        1916 of 1933 ... Done
  yast2-update-4.5.3-150500.1.1.x86_64      1917 of 1933 ... Done
  yast2-users-4.5.4-150500.1.1.x86_64       1918 of 1933 ... Done
  yast2-x11-4.5.1-150500.1.2.x86_64         1919 of 1933 ... Done
  yast2-xml-4.5.0-150500.1.2.x86_64         1920 of 1933 ... Done
  yast2-ycp-ui-bindings-4.5.0-150500.1.4.x86_64 1921 of 1933 ... Done
  yelp-41.2-150400.1.9.x86_64               1922 of 1933 ... Done
  yelp-lang-41.2-150400.1.9.noarch          1923 of 1933 ... Done
  yelp-xsl-41.1-150400.1.5.noarch           1924 of 1933 ... Done
  yp-tools-4.2.2-3.16.x86_64                1925 of 1933 ... Done
  zenity-3.41.0-150400.1.10.x86_64          1926 of 1933 ... Done
  zenity-lang-3.41.0-150400.1.10.noarch     1927 of 1933 ... Done
  zip-3.0-2.22.x86_64                       1928 of 1933 ... Done
  zisofs-tools-1.0.8-1.27.x86_64            1929 of 1933 ... Done
  zstd-1.5.0-150400.3.3.1.x86_64            1930 of 1933 ... Done
  zypper-1.14.59-150400.3.12.2.x86_64       1931 of 1933 ... Done
  zypper-log-1.14.59-150400.3.12.2.noarch   1932 of 1933 ... Done
  zypper-needs-restarting-1.14.59-150400.3.12.2.noarch 1933 of 1933 ... Done
  Supportconfig Plugins:                          0
  System Logs...                                  Done
  Local/Warn Logs...                              Done

Creating Tar Ball

==[ DONE ]=========================================================================
  Log file tar ball: /var/log/scc_localhost.localdomain_240119_1655.txz
  Log file size:     3.3M
  Log file md5sum:   eca5901deee1f7f22d24dbd81f2fbbf0-f
===================================================================================


localhost:~ #
```