

H3C G5 PKG 系列服务器收集 Linux 系统日志

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一. 适用范围与注意事项

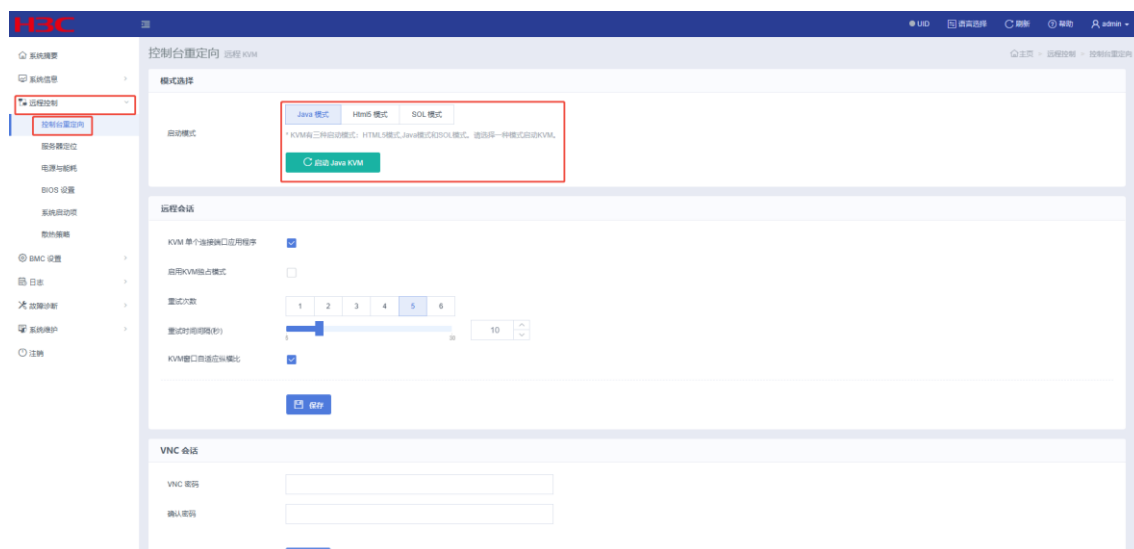
- 本文档旨在说明 H3C G5 PKG 系列服务器在 Linux 系统下收集系统日志方法。
- 实际情况是否适用本文档，请通过下面导航链接进行确认：
<https://zhiliao.h3c.com/Theme/details/208104>
- 提示：
 - 本文档中的信息（包括产品，软件版本和设置参数）仅作参考示例，具体操作与目标需求请以实际为准。
 - 本文档不定期更新维护，请以发布的最新版本为准。

二. 操作准备

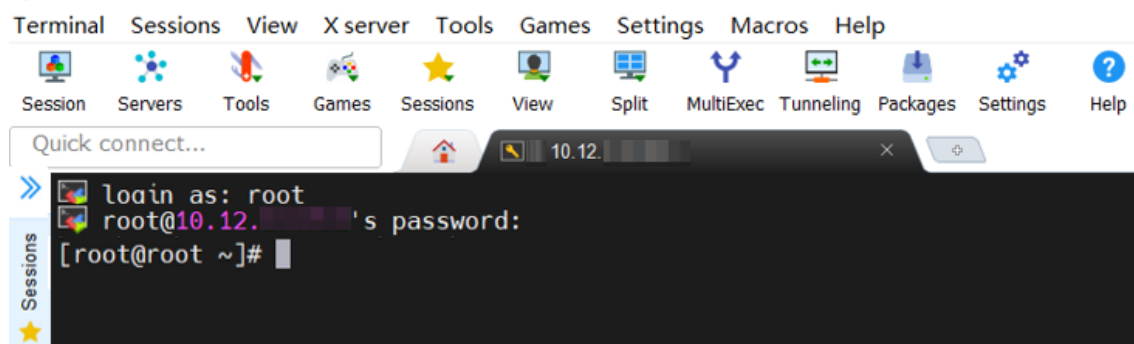
- 连接 BMC 与启用远程控制台
具体方法请参考：<https://zhiliao.h3c.com/theme/details/231698>

三. 操作步骤

1. 访问系统
 - 1.1 通过 BMC 启用 KVM/H5 KVM 访问系统



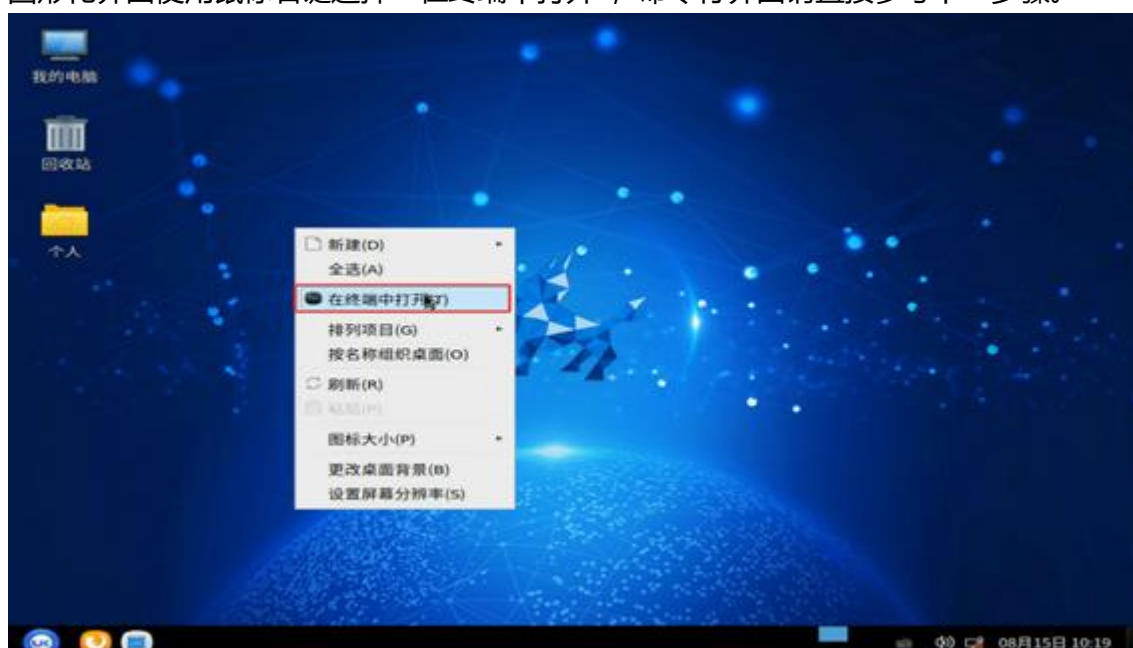
1.2 通过第三方 SSH 工具访问系统



2. 收集系统日志

2.1 银河麒麟系统/CentOS 系统

2.1.1 图形化界面使用鼠标右键选择“在终端中打开”；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。

```
[root@localhost 桌面]# sosreport --all-log

sosreport (version 3.9)

This command will collect diagnostic and configuration information from
this Kylin system and installed applications.

An archive containing the collected information will be generated in
/var/tmp/sos.4y2fs8dd and may be provided to a Kylin support
representative.

Any information provided to Kylin will be treated in accordance with the
published support policies at:

    http://www.kylinos.cn

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.

按 ENTER 键继续, 或者 CTRL-C 组合键退出。

Please enter the case id that you are generating this report for []: test

Setting up archive ...
Setting up plugins ...
[plugin:firewalld] skipped command 'nft list ruleset': required kmodes missing: n
f_tables. Use '--allow-system-changes' to enable collection.
[plugin:networking] skipped command 'nft list ruleset': required kmodes missing:
nf_tables.
[plugin:networking] skipped command 'ip -s macsec show': required kmodes missing:
macsec. Use '--allow-system-changes' to enable collection.
[plugin:networking] skipped command 'ss -peonmi': required kmodes missing: af_pa
cket_diag, inet_diag, udp_diag, tcp_diag, unix_diag, netlink_diag. Use '--allow
-system-changes' to enable collection.
Running plugins. Please wait ...

Starting 95/110 systemd [Running: kernel processor system systemd]
Starting 96/110 systemtap [Running: processor system systemd systemtap]
Starting 97/110 sysvipc [Running: processor systemd systemtap sysvipc]
Starting 98/110 targetcli [Running: processor systemd systemtap targetcli]
Starting 99/110 tomcat [Running: processor systemd systemtap tomcat]
Starting 100/110 tuned [Running: processor systemd systemtap tuned]
Finishing plugins [Running: systemtap]
Finished running plugins
生成压缩归档.....

Your sosreport has been generated and saved in:
    /var/tmp/sosreport-localhost.test-20250815102107.tar.xz

Size    18.47MiB
Owner   root
md5     f646494cb8df0b86cc01d5f8973fb1c6

Please send this file to your support representative.
```

2.1.3 日志将存放于/var/tmp 目录。

```
[root@localhost 桌面]# ls /var/tmp/
sosreport-localhost.test-20250815102107.tar.xz
sosreport-localhost.test-20250815102107.tar.xz.md5
systemd-private-10235aldaf2949dcbfc8c6487b961aee-chrond.service-jkgIIM
systemd-private-10235aldaf2949dcbfc8c6487b961aee-ModemManager.service-MHMT1L
systemd-private-10235aldaf2949dcbfc8c6487b961aee-rtkit-daemon.service-ht4twN
systemd-private-10235aldaf2949dcbfc8c6487b961aee-systemd-logind.service-qsRqFP
systemd-private-10235aldaf2949dcbfc8c6487b961aee-upower.service-RtUK4s
```

2.1.4 通过 U 盘挂载至服务器拷出，或使用 SSH 工具导出至本地即可。

2.2 Ubuntu 系统

2.2.1 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 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:~#

```

2.2.2 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-curtinhooks.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/dmccg.2.gz
/var/log/syslog
/var/log/arcconfig.xml
/var/log/journal/
/var/log/journal/86b5975f02784a469e28464c20123890/
/var/log/journal/86b5975f02784a469e28464c20123890/system@00060f9277fd8a69-a30f7004c99aa2d.journal~
/var/log/journal/86b5975f02784a469e28464c20123890/system.journal
/var/log/journal/86b5975f02784a469e28464c20123890/user-1000.journal
/var/log/journal/86b5975f02784a469e28464c20123890/user-1000@2db405c1171c4ae5b37bd58951644426-000000000000c12-00060f445e8fff6a.journal
/var/log/journal/86b5975f02784a469e28464c20123890/system@00060f56bc20db71-4fcf46c67d73480c.journal~
/var/log/journal/86b5975f02784a469e28464c20123890/system@e9eb2613b87d4117a27349949100c62e-0000000000002a60-00060f56bc1ce6f2.journal
/var/log/term.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-b7c6b35eaf
*-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
  configuration: int5sprintscreen 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-266D1
  vendor: Micron
  physical id: 0
  serial: 20E6291E
  slot: Processor1 Ch1 DIMM A1
  size: 32GiB
  width: 64 bits
  clock: 2666MHz (0.4ns)
*-bank:1
```