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。

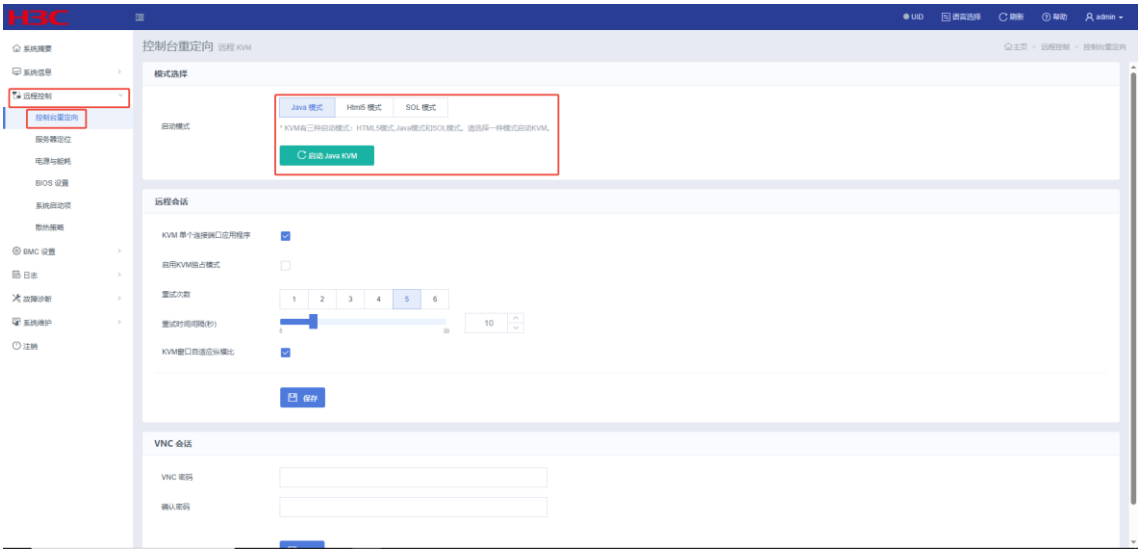
二. 操作准备

- 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

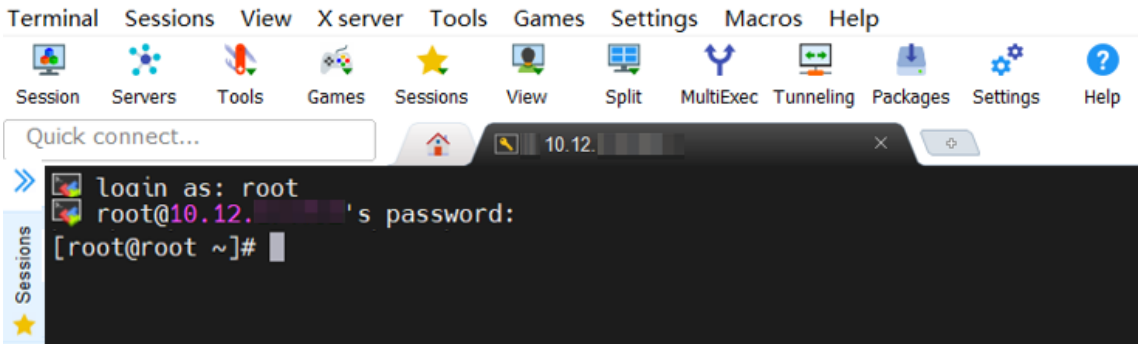
三. 操作步骤

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

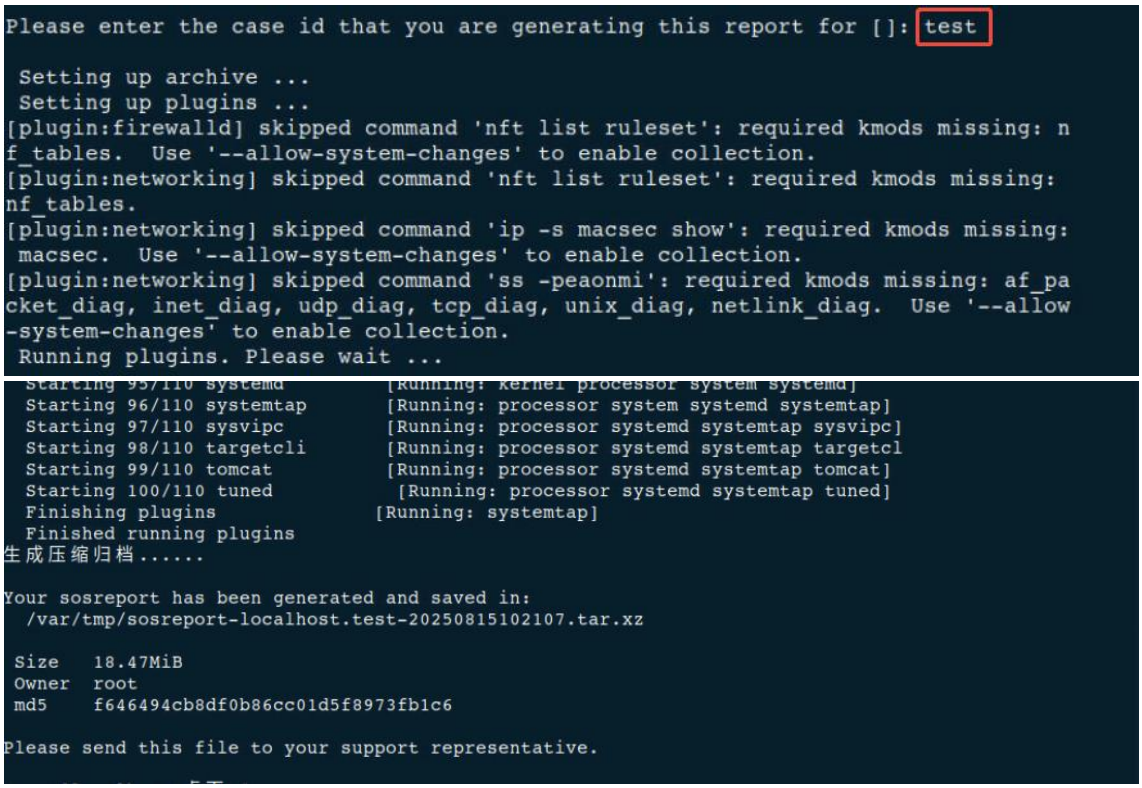


2. 收集系统日志

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。



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-10235a1daf2949dcbfc8c6487b961aee-chronyd.service-jkgIIM
systemd-private-10235a1daf2949dcbfc8c6487b961aee-ModemManager.service-MHMT1L
systemd-private-10235a1daf2949dcbfc8c6487b961aee-rtkit-daemon.service-ht4twN
systemd-private-10235a1daf2949dcbfc8c6487b961aee-systemd-logind.service-qsRqFP
systemd-private-10235a1daf2949dcbfc8c6487b961aee-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-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@2db405c1171c4ae5b37bd58951644426-000000000000c12-00060f445e8fff6a.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。