

# HPE Gen12 服务器收集 VMware 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 HPE Gen12 服务器在 VMware 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/218272>
- 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

1. 连接 iLO 与启用远程控制台

具体方法请参考: <https://zhiliao.h3c.com/Theme/details/233627>

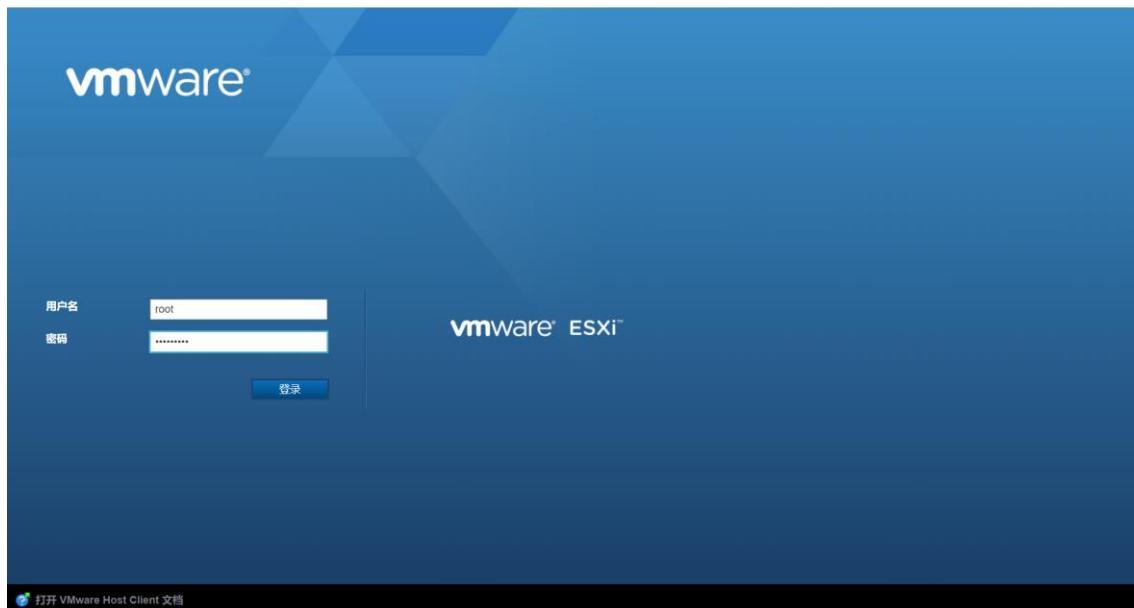
## 三. 操作步骤

1. 通过 Shell 收集日志并通过 Web Client 界面导出

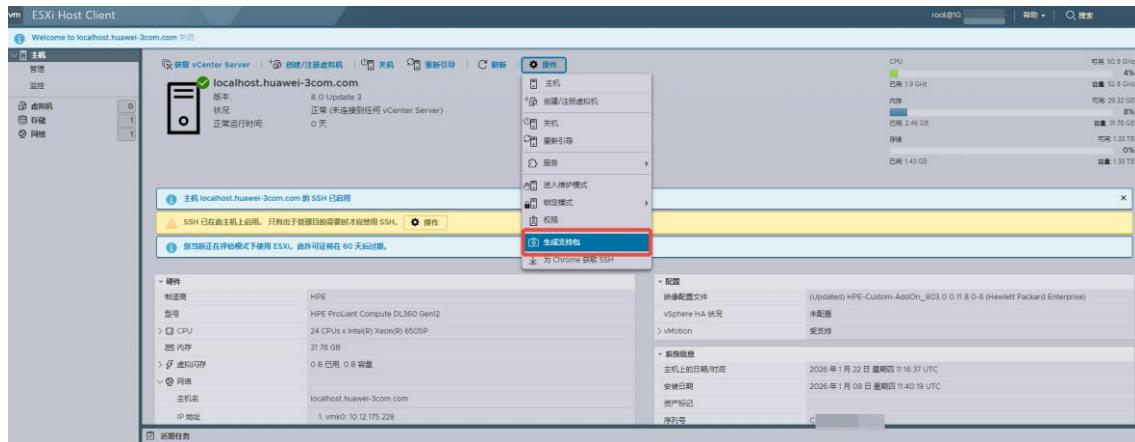
1.1 ESXi 系统主界面, 按 **F2** 输入密码后, 进到 Troubleshooting Options 下开启 SSH 和 Shell。

<b>System Customization</b>  Configure Password Configure Lockdown Mode  Configure Management Network Restart Management Network Test Management Network Network Restore Options  Configure Keyboard <b>Troubleshooting Options</b>  View System Logs View Support Information Reset System Configuration	<b>Troubleshooting Options</b>  To view various troubleshooting mode options like Enable ESXi Shell, Enable SSH and Restart Agents.
<b>Troubleshooting Mode Options</b>  Enable ESXi Shell <b>Disable SSH</b> Modify ESXi Shell and SSH timeouts Modify DCUI idle timeout Restart Management Agents	<b>SSH Support</b>  SSH is Enabled Change current state of SSH
<b>Troubleshooting Mode Options</b>  <b>Disable ESXi Shell</b> Enable SSH Modify ESXi Shell and SSH timeouts Modify DCUI idle timeout Restart Management Agents	<b>ESXi Shell</b>  ESXi Shell is Enabled Change current state of the ESXi Shell

1.2 浏览器输入系统管理 IP，登录 Web Client 界面。



1.3 选择操作选项下的生成支持包。



通过身份验证。

## Authentication Required

### Missing credentials

User name:

Password:

1.4 点击后自动下载日志到本地。

▽ 今天

 esx-localhost.huawei-3com.com-2026-01... 2026/1/22 11:24 WinRAR

▽ 昨天

2. 通过 SSH 收集日志并通过 SSH 工具导出

2.1 确认 SSH 服务已开启。



2.2 通过 SSH 工具连接到 ESXi 主机。

```
? MobaXterm Personal Edition v21.2 ?
(SSH client, X server and network tools)

> SSH session to root [REDACTED]
? Direct SSH : [REDACTED]
? SSH compression : ✓
? SSH-browser : ✓
? X11-forwarding : ✗ (disabled or not supported by server)

> For more info, ctrl+click on help or visit our website.

The time and date of this login have been sent to the system logs.

WARNING:
All commands run on the ESXi shell are logged and may be included in
support bundles. Do not provide passwords directly on the command line.
Most tools can prompt for secrets or accept them from standard input.

VMware offers supported, powerful system administration tools. Please
see www.vmware.com/go/sysadmingtools for details.

The ESXi Shell can be disabled by an administrative user. See the
vSphere Security documentation for more information.

[root@localhost:~] ls
altbootbank  bootpart4kn.gz  lib64      opt      scratch    tmp      vmimages
bin          dev            local.tgz  proc      store      usr      vmupgrade
bootbank    etc            locker     productLocker tardisks  var
bootpart.gz lib            mbr       sbin      tardisks.noauto  vmfs
[root@localhost:~] [REDACTED]
[root@localhost:~] [REDACTED]
```

## 2.3 执行 **vm-support** 命令后等待日志收集。

```
vSphere security documentation for more information.
[root@localhost:~] vm-support
/bin/vm-support v4.1: 11:41:48, action threads 4
11:47:14: Done.
Please attach this file when submitting an incident report.
To file a support incident, go to http://www.vmware.com/support/sr\_login.jsp
To see the files collected, check '/vmfs/volumes/695f996b-25133781-9151-8c8474d26410/esx-localhost.huawei-3com.com-2026-01-22--11.41-539926.tgz'
[root@localhost:~] [REDACTED]
```

## 2.4 切换到文件保存路径下查看日志。

```
[root@localhost:~] cd /vmfs/volumes/datastore1/
[root@localhost:/vmfs/volumes/695f996b-25133781-9151-8c8474d26410] ls
esx-localhost.huawei-3com.com-2026-01-22--11.41-539926.tgz
[root@localhost:/vmfs/volumes/695f996b-25133781-9151-8c8474d26410] [REDACTED]
```