

H3C G7 服务器系统下通过 Arcconf 工具 收集 P460&H460 系列阵列卡日志

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一. 适用范围与注意事项

- 本文档旨在说明 H3C G7 服务器通过 Arcconf 工具收集 P460&H460 系列阵列卡日志方法。
- 本文所述安装过程如涉及挂载文件/文件夹（高级版），需要购买 HDM License，如想要使用此功能请联系经销商购买并在激活后使用。
HDM License 的注册安装方法请参考：<https://zhiliao.h3c.com/Theme/details/232557>
- 如文中方法不适用或阵列卡型号不匹配，可以通过下面导航链接查找适用文档：
<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

1. 阵列卡工具 Arcconf 获取

具体方法请参考：<https://zhiliao.h3c.com/Theme/details/229627>

或访问 <ftp://srtools:Zt58Yb31@dropbox-huashan.h3c.com> 获取 Linux 系统免安装版本。

免安装版本可直接拷贝到系统下通过`./arcconf`执行，如免安装版本识别不到阵列卡建议下载安装

Arcconf 工具后再操作。

2. 连接 HDM 与启用远程控制台

具体方法请参考：<https://zhiliao.h3c.com/Theme/details/232282>

三. 操作步骤

1. Linux 系统下收集日志方法

1.1 访问系统

1.1.1 通过 HDM 启用 KVM/H5 KVM 访问系统

The screenshot shows the H3C HDM web interface. At the top, there's a navigation bar with links like '首页', '系统管理', 'HDM设置', etc. Below the header, it says '你好, admin'. The main area has several sections: '系统状态' (System Status) showing a server icon and '系统健康存在风险' (System Health Risks) with 0 critical (紧急) and 2 severe (严重) issues; '设备信息' (Device Information) listing details like '主机名' (Hostname), '产品序列号' (Serial Number), 'UUID', 'HDMI固件版本' (HDMI Firmware Version), 'BIOS固件版本' (BIOS Firmware Version), and '芯片型号' (Chipset Model); '专用网口' (Private Network Port) and '共享网口' (Shared Network Port) sections; '设备健康' (Device Health) monitoring various components like Processor, Memory, Cooling, Power, Storage, PCIe Devices, Sensors, and Others. On the right side, there are '快速访问' (Quick Access) buttons for '网络设置' (Network Settings), '固件更新' (Firmware Update), '一键收集' (One-click Collection), and '配置管理' (Configuration Management). A large button at the bottom right says '启动 H5 KVM' (Start H5 KVM).

1.1.2 通过第三方 SSH 工具访问系统

The screenshot shows a terminal window with a black background and white text. The window title is 'Terminal'. The menu bar includes 'Terminal', 'Sessions', 'View', 'X server', 'Tools', 'Games', 'Settings', 'Macros', and 'Help'. Below the menu is a toolbar with icons for Session, Servers, Tools, Games, Sessions, View, Split, MultiExec, Tunneling, Packages, Settings, and Help. A 'Quick connect...' input field contains '10.12.' followed by a dropdown menu with '10.12.'. The main terminal area shows a root shell session:

```

login as: root
root@10.12.***.***: password:
[root@root ~]#

```

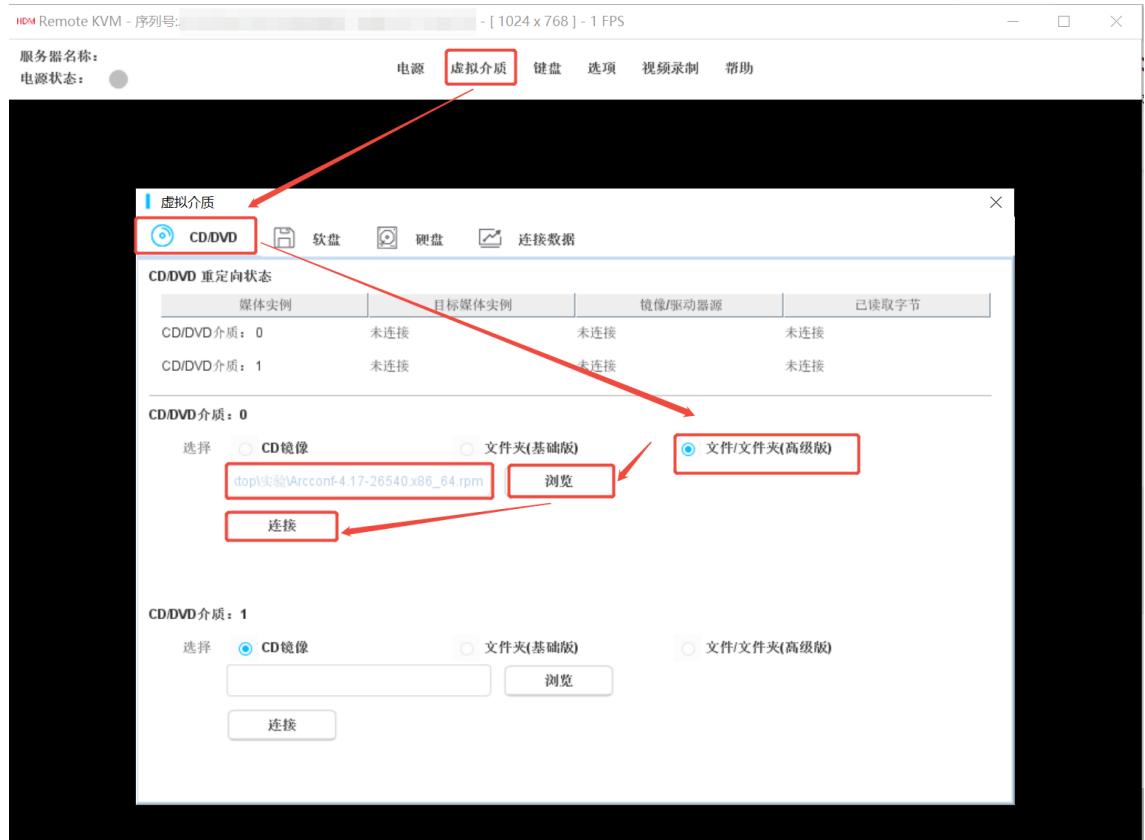
On the left side of the terminal window, there's a 'Sessions' sidebar with a yellow star icon.

1.2 将阵列卡工具保存到系统下

PMC 阵列卡工具为 Arcconf-xxx.rpm。

1.2.1 通过 HDM 启用 KVM 将文件挂载到系统下

远程控制台“连接”后，在系统下通过 mount 命令挂载。



1.2.2 通过 U 盘将文件挂载到系统下

U 盘接入服务器后，在系统下通过 mount 命令挂载。

1.2.3 通过第三方 SSH 工具将文件保存到系统下

参考第三方工具使用说明。

1.3 安装阵列卡工具

执行 rpm -ivh 命令安装 Arcconf 工具，默认安装路径为 /usr/Arcconf。

```
[root@localhost ~]# rpm -ivh Arcconf-3.10-24308.x86_64.rpm
Preparing...                                         #####[ 100%]
Arcconf
Version 3.10
Updating / installing...
 1:Arcconf-3.10-24308                                         #####[ 100%]

Arcconf is located at /usr/Arcconf
Installation completed successfully
```

1.4 收集阵列卡日志

执行 arcconf savesupportarchive 命令收集日志。

```
[root@localhost ~]# arccnfig savesupportarchive
Controllers found: 1

Usage: SAVESUPPORTARCHIVE [Path] [Firmware|GUI|Arcconf|Storlib|Basecode|Redfish] [Firmware Uartlog|Diagnostics]
Example: SAVESUPPORTARCHIVE C:\Adaptec\maxView Firmware
Example: SAVESUPPORTARCHIVE /var/log/maxView Storlib
Example: SAVESUPPORTARCHIVE
Example: SAVESUPPORTARCHIVE .
Example: SAVESUPPORTARCHIVE c:\ firmware uartlog
Example: SAVESUPPORTARCHIVE firmware diagnostics
=====
Saves all the logs

Path      : directory other than default
Firmware  : saves Firmware logs
Type      : Uartlog - saves controller serial logs.
            : Diagnostics - saves ADU and SSD report.
GUI       : saves GUI logs
Arcconf   : saves Arcconf logs
StorLib   : saves StorLib logs
Basecode   : saves Basecode logs
Redfish   : saves Redfish logs

The path is not specified, Using the default.The logs are saved in relevant folders in /var/log/Support
Command completed successfully.
```

注：日志将存放于/var/log/Support 路径，一般生成 7 个文件目录。

```
[root@localhost Arccnfig]# cd /var/log/Support/
[root@localhost Support]# ll
total 0
drwxr-xr-x. 2 root root    6 Jul 23 15:46 Agent
drwxr-xr-x. 2 root root   25 Jul 23 15:46 Arcconf
drwxr-xr-x. 2 root root   64 Jul 23 15:46 Basecode
drwxr-xr-x. 2 root root    6 Jul 23 15:46 CIM
drwxr-xr-x. 2 root root  198 Jul 23 15:46 Firmware
drwxr-xr-x. 2 root root    6 Jul 23 15:46 GUI
drwxr-xr-x. 2 root root   27 Jul 23 15:46 Storlib
[root@localhost Support]#
```

1.5 导出日志

1.5.1 使用 U 盘保存日志

通过 copy 命令把日志拷贝到 U 盘下。

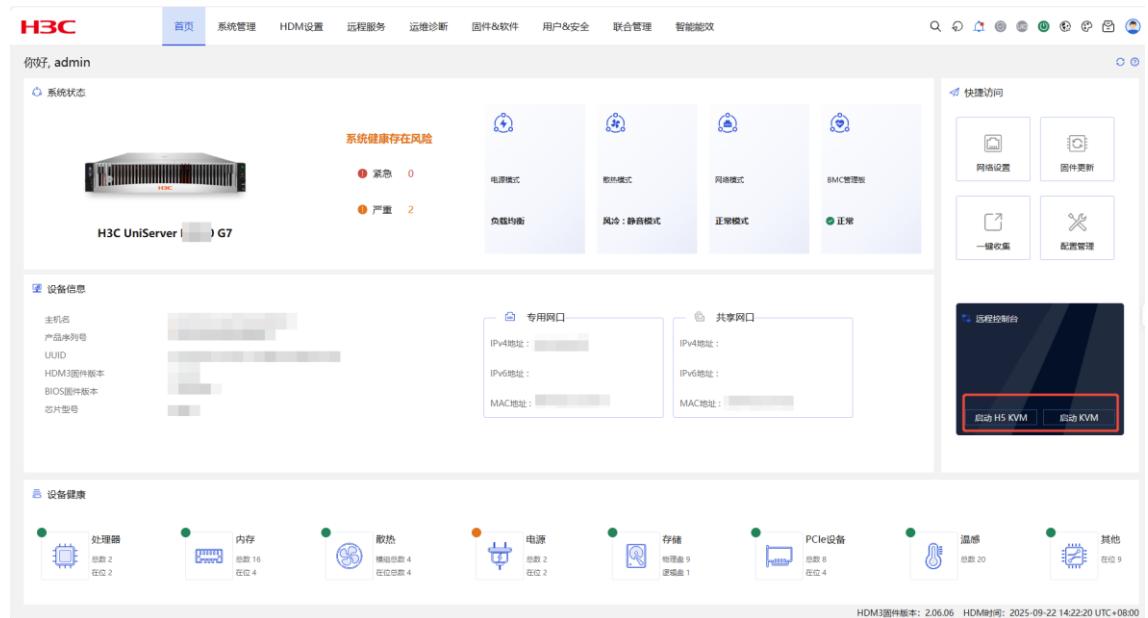
1.5.2 使用 SSH 工具保存日志

把日志通过 SSH 工具拷贝到本地，具体说明参考第三方工具使用说明。

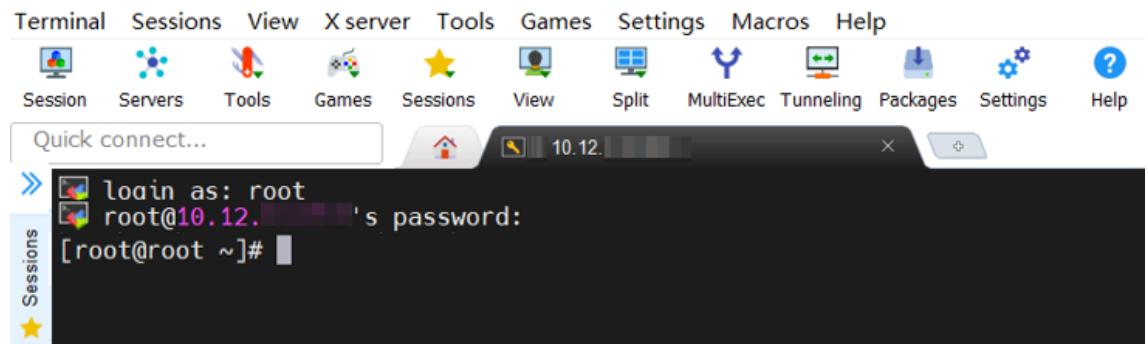
2. VMware ESXi 系统下收集日志方法

2.1 访问系统

2.1.1 通过 HDM 启用 KVM/H5 KVM 访问系统



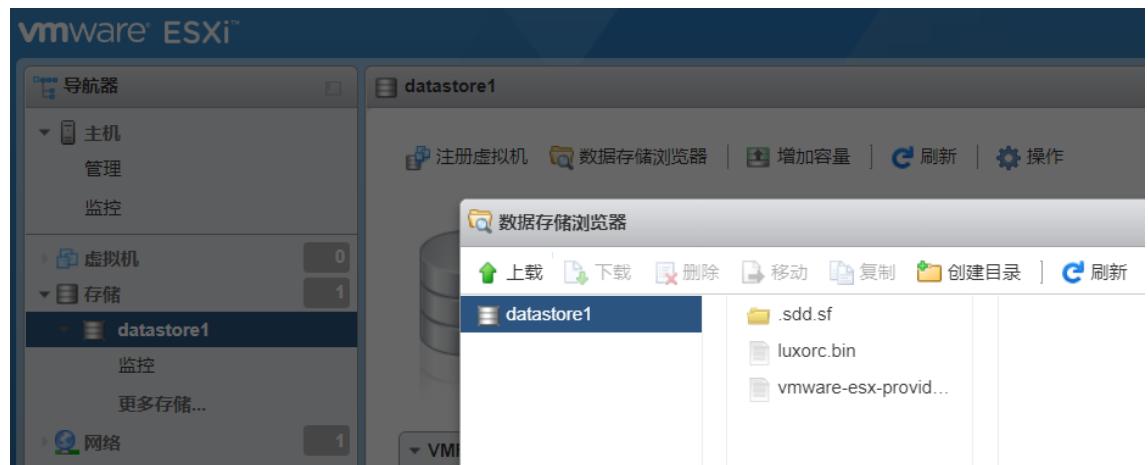
2.1.2 通过第三方 SSH 工具访问系统



2.2 将阵列卡工具保存到系统下

PMC 阵列卡工具为 `vmware-esx-provider-arcconf.vib`。

2.2.1 启用 Shell 并通过 Web Client 将文件保存到系统下



```

ESXi http://www.vmware.com
Copyright (c) 2007-2019 VMware, Inc.

login: root
Password:
[root@localhost:~] cd /vmfs/volumes/datastore1/
[root@localhost:/vmfs/volumes/63578430-c9b6ddec-08c5-5cc999ded9be] ls
luxorc.bin          vmware-esx-provider-arccconf.vib
[root@localhost:/vmfs/volumes/63578430-c9b6ddec-08c5-5cc999ded9be] -

```

2.2.2 通过第三方 SSH 工具将文件保存到系统下

参考第三方工具使用说明。

2.3 安装阵列卡工具

- 1) 将 Arcconf 安装包存放至/tmp 路径下。
- 2) 进入/tmp 路径, 执行 esxcli software vib install -v /tmp/vmware-esx-provider-arccconf.vib -f 命令安装 Arcconf 工具, 默认安装路径为/opt/pmc。

注:

.vib 文件使用绝对路径, 否则会报错;

-f 参数强制安装, 省略可能会出现 “Could not find a trusted signer” 报错。

```

[root@localhost:/tmp] esxcli software vib install -v /tmp/vmware-esx-provider-arccconf.vib -f
Installation Result
Message: Operation finished successfully.
Reboot Required: false
VIBs Installed: MIS_bootbank_arccconf_3.10.24308-MIS.7.0.0.15843807
VIBs Removed:
VIBs Skipped:

```

2.4 收集阵列卡日志

执行/opt/pmc/arccconf savesupportarchive 命令收集日志。

```

[root@localhost:~] /opt/pmc/arccconf savesupportarchive
Controllers found: 1

Usage: SAVESUPPORTARCHIVE [Path] [Firmware|GUI|Arccconf|Storlib|Basecode|Redfish] [Firmware Uartlog|Diagnostics]
Example: SAVESUPPORTARCHIVE C:\Adaptec\maxView Firmware
Example: SAVESUPPORTARCHIVE /var/log/maxView Storlib
Example: SAVESUPPORTARCHIVE
Example: SAVESUPPORTARCHIVE .
Example: SAVESUPPORTARCHIVE c:\ firmware uartlog
Example: SAVESUPPORTARCHIVE firmware diagnostics
=====
Saves all the logs

Path      : directory other than default
Firmware  : saves Firmware logs
Type      : Uartlog   - saves controller serial logs.
           : Diagnostics - saves ADU and SSD report.
GUI       : saves GUI logs
Arccconf  : saves Arccconf logs
Storlib   : saves StorLib logs
Basecode  : saves Basecode logs
Redfish   : saves Redfish logs

The path is not specified, Using the default.The logs are saved in relevant folders in /var/log/Support
Command completed successfully.

```

注: 日志将存放于/var/log/Support 路径, 一般生成 7 个文件目录。

```

[root@localhost:~] ls /var/log | grep Support
Support
[root@localhost:~] ls /var/log/Support/
Agent      Arccconf      Basecode      CIM          Firmware
GUI        Storlib

```

2.5 导出日志

2.5.1 使用 Web Client 保存日志

通过 copy 命令把日志拷贝到 datastore 下，再通过 Web Client 界面把日志下载下来。

2.5.2 使用 SSH 工具保存日志

把日志通过 SSH 工具拷贝到本地，具体说明参考第三方工具使用说明。

3. Windows Server 系统下收集日志方法

3.1 访问系统

3.1.1 通过 HDM 启用 KVM/H5 KVM 访问系统

The screenshot shows the H3C HDM web interface. At the top, there's a navigation bar with links like '首页', '系统管理', 'HDM设置', etc. Below it, a banner says '你好, admin'. The main area has several sections: '系统健康存在风险' (System Health Risks) with two items (危急 0, 严重 2), '设备信息' (Device Information) with fields for 主机名, 产品序列号, UUID, 硬件版本, BIOS版本, 芯片型号, '专用网口' (Private Network Port) and '共享网口' (Shared Network Port) details, and '设备健康' (Device Health) with icons for Processor, Memory, Cooling, Power, Storage, PCIe Devices, Temperature, and Others. On the right, there's a sidebar with '快速访问' (Quick Access) buttons for 网络设置, 固件更新, 一键收集, 配置管理, and a '远程控制台' (Remote Console) section with '启动 HS KVM' and '启动 KVM' buttons. A footer at the bottom indicates 'HDM固件版本: 2.06.06 HDM时间: 2025-09-22 14:22:20 UTC+08:00'.

3.1.2 通过远程桌面或第三方 RDP 工具访问系统

The screenshot shows a Windows desktop environment viewed through a remote desktop connection. The taskbar at the bottom includes icons for Start, File Explorer, Task View, Edge, and others. The desktop background is the standard Windows 10 blue theme. On the left, there's a vertical toolbar with icons for Session, Servers, Tools, Games, Sessions, View, Split, MultiExec, Tunneling, Packages, Settings, Help, Quick connect..., Detach tab, Toggle scaling, Fullscreen, Fit to window size, Set connection password, Hide bar, and Disconnect. The main window title is 'Sessions'.

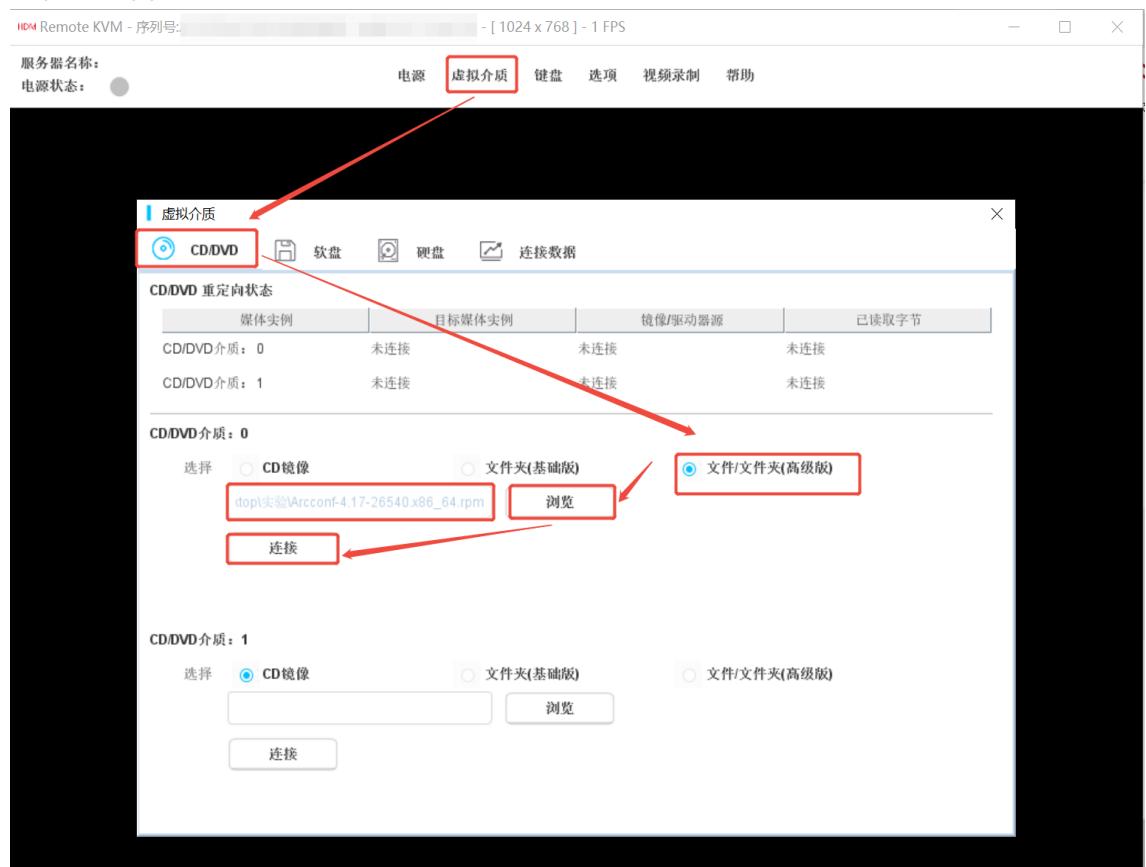
3.2 将阵列卡工具保存到系统下

PMC 阵列卡工具为免安装的含多个文件的 cmdline 文件夹。

名称	修改日期	类型	大小
afaapi.dll	2021/7/9 3:55	应用程序扩展	1,064 KB
arcconf.exe	2021/7/9 3:55	应用程序	1,785 KB
driverUpdate.exe	2021/7/9 3:56	应用程序	155 KB
License.txt	2021/7/9 3:56	文本文档	9 KB
README.TXT	2021/7/9 3:56	文本文档	27 KB
regpnP.exe	2021/7/9 3:56	应用程序	120 KB
storarc.dll	2021/7/9 3:56	应用程序扩展	13,337 KB

3.2.1 通过 HDM 启用 KVM 将文件挂载到系统下

远程控制台“连接”后，在系统下直接访问只读挂载点。

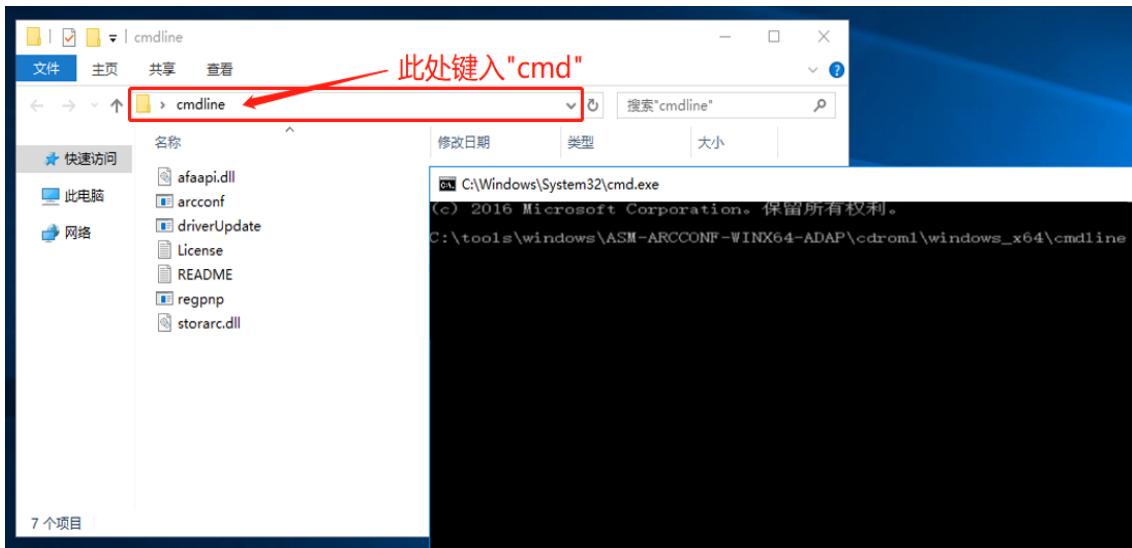


3.2.2 通过 U 盘将文件挂载到系统下

U 盘接入服务器后，在系统下直接访问挂载点。

3.3 调用阵列卡工具

在 cmdline 地址栏键入 “cmd”，即可进入阵列卡工具命令行。



3.4 收集阵列卡日志

执行 arcconf.exe savesupportarchive 命令收集日志。

```
C:\Users\Administrator\Desktop\cmdline>arcconf.exe savesupportarchive
Controllers found: 1

Usage: SAVESUPPORTARCHIVE [Path] [Firmware|GUI|Arcconf|Storlib|Basecode|Redfish] [Firmware Uar
tlog|Diagnostics]
Example: SAVESUPPORTARCHIVE C:\Adaptec\maxView Firmware
Example: SAVESUPPORTARCHIVE /var/log/maxView Storlib
Example: SAVESUPPORTARCHIVE
Example: SAVESUPPORTARCHIVE .
Example: SAVESUPPORTARCHIVE c:\ firmware uartlog
Example: SAVESUPPORTARCHIVE firmware diagnostics
=====
Saves all the logs

Path          : directory other than default
Firmware     : saves Firmware logs
Type         : Uartlog - saves controller serial logs.
               : Diagnostics - saves ADU and SSD report.
GUI          : saves GUI logs
Arcconf      : saves Arcconf logs
StorLib       : saves StorLib logs
Basecode      : saves Basecode logs
Redfish       : saves Redfish logs

The path is not specified, Using the default.The logs are saved in relevant folders in Support
Command completed successfully.
```

注：在不指定存放路径的情况下，日志将保存于阵列卡工具同一文件夹内。

名称	修改日期	类型
Support	2022/11/3 9:20	文件夹
ataapi.dll	2022/1/20 6:11	应用程序扩展
arcconf	2022/1/20 6:11	应用程序
arcerror	2022/11/3 9:20	文本文档
driverUpdate	2022/1/20 6:11	应用程序
License	2022/1/20 6:11	文本文档
README	2022/1/20 6:11	文本文档
regpnp	2022/1/20 6:11	应用程序
storarc.dll	2022/1/20 6:11	应用程序扩展
UcliEvt	2022/11/3 9:20	文本文档

3.5 导出日志

3.5.1 使用 U 盘保存日志

把日志文件复制到 U 盘中。

3.5.2 使用 SSH 工具保存日志

把日志通过 SSH 工具拷贝到本地，具体说明参考第三方工具使用说明。