

EMC ISILON CUSTOMER TROUBLESHOOTING GUIDE

# HOW TO DIAGNOSE AND TROUBLESHOOT A BATTERY FAILURE

## Abstract

This guide will help you to diagnose and troubleshoot a battery failure on your Isilon cluster.

January 16, 2018

1 - EMC Isilon Customer Troubleshooting Guide: How to diagnose and troubleshoot a battery Failure

For links to all Isilon customer troubleshooting guides, visit the [Customer Troubleshooting - Isilon Info Hub](#). We appreciate your help in improving this document. Submit your feedback at <http://bit.ly/isi-docfeedback>.

The EMC logo is located in the bottom right corner of the page. It consists of the letters "EMC" in a white, serif font, with a small superscript "2" to the right of the "C". The logo is set against a solid blue rectangular background.

# Contents and overview

**Note**

Follow all of these steps, in order, until you reach a resolution.

**1. Follow these steps.**

Before you begin  
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**2. Perform troubleshooting steps in order.**

Start troubleshooting  
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**3. Appendixes**

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If you need further assistance

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How to use this flowchart

# Before you begin



## CAUTION!

If the node, subnet, or pool you are working on goes down during the course of troubleshooting and you do not have any other way to connect to the cluster, you could experience data unavailability.

Therefore, make sure you have more than one way to connect to the cluster before you start this troubleshooting process. The best method is to have a serial cable available. This way, if you are unable to connect through the network, you will still be able to connect to the cluster physically.

For specific requirements and instructions for making a physical connection to the cluster, see [article 16744](#) on the EMC Online Support site.

Before you begin troubleshooting, confirm that you can either connect through another subnet or pool, or that you have physical access to the cluster.

## Configure logging through SSH

We recommend that you configure screen logging to log all session input and output during your troubleshooting session. This log file can be shared with EMC Isilon Technical Support if you require assistance at any point during troubleshooting.

**Note:** The screen session capability does not work in OneFS 7.1.0.6 and 7.1.1.2. If you are running either of these versions, configure logging by using your local SSH client's logging feature.

1. Open an SSH connection to the cluster and log in by using the root account.

**Note:** If the cluster is in compliance mode, use the compadmin account to log in. All compadmin commands must be preceded by the `sudo` prefix.

2. Change the directory to `/ifs/data/Isilon_Support` by running the following command:

```
cd /ifs/data/Isilon_Support
```

3. Run the following command to capture all input and output from the session:

```
screen -L
```

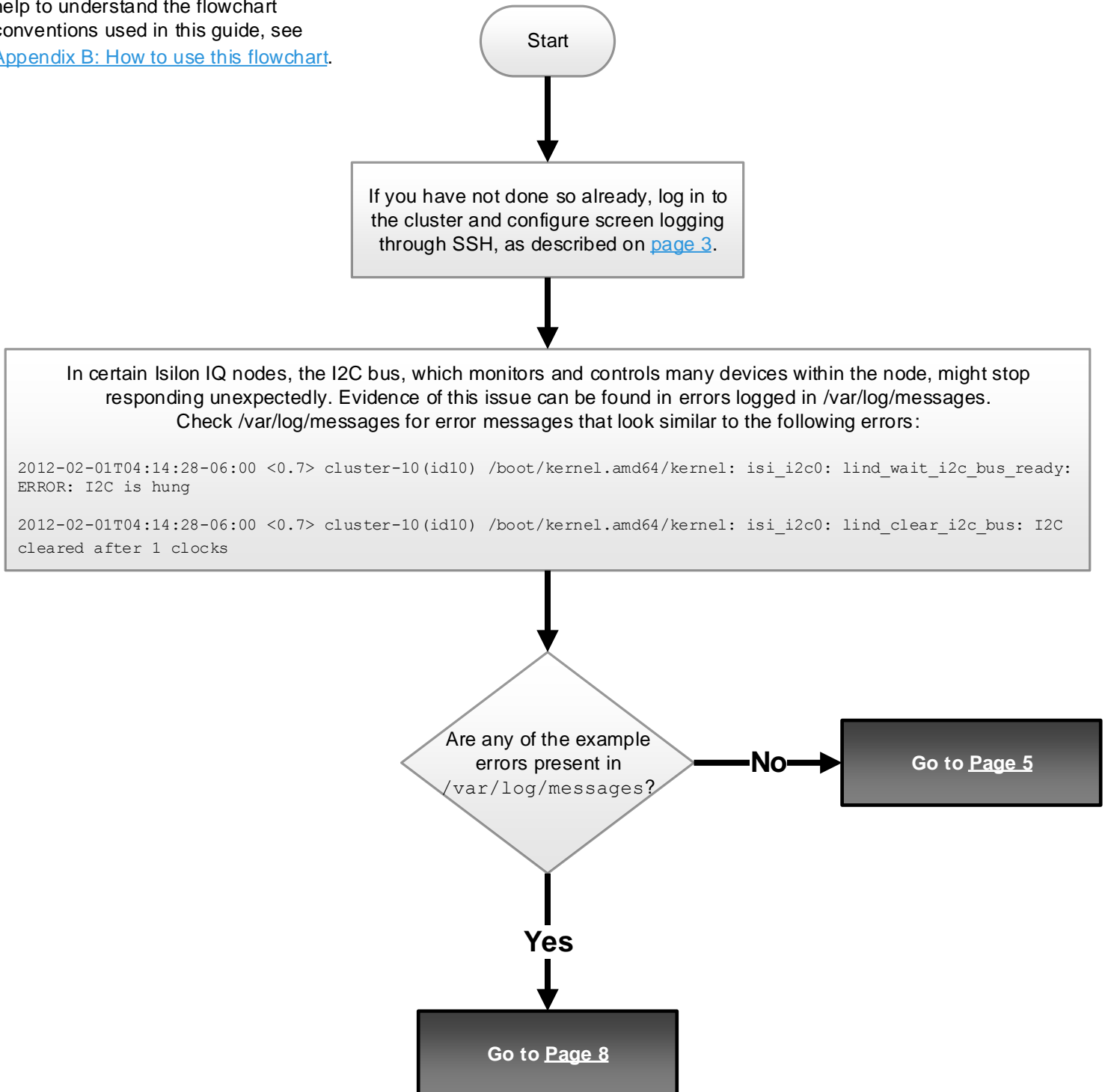
This will create a file named `screenlog.0` that will be appended to during your session.

4. Perform troubleshooting.

# Start troubleshooting

## Introduction

Start troubleshooting here. If you need help to understand the flowchart conventions used in this guide, see [Appendix B: How to use this flowchart](#).

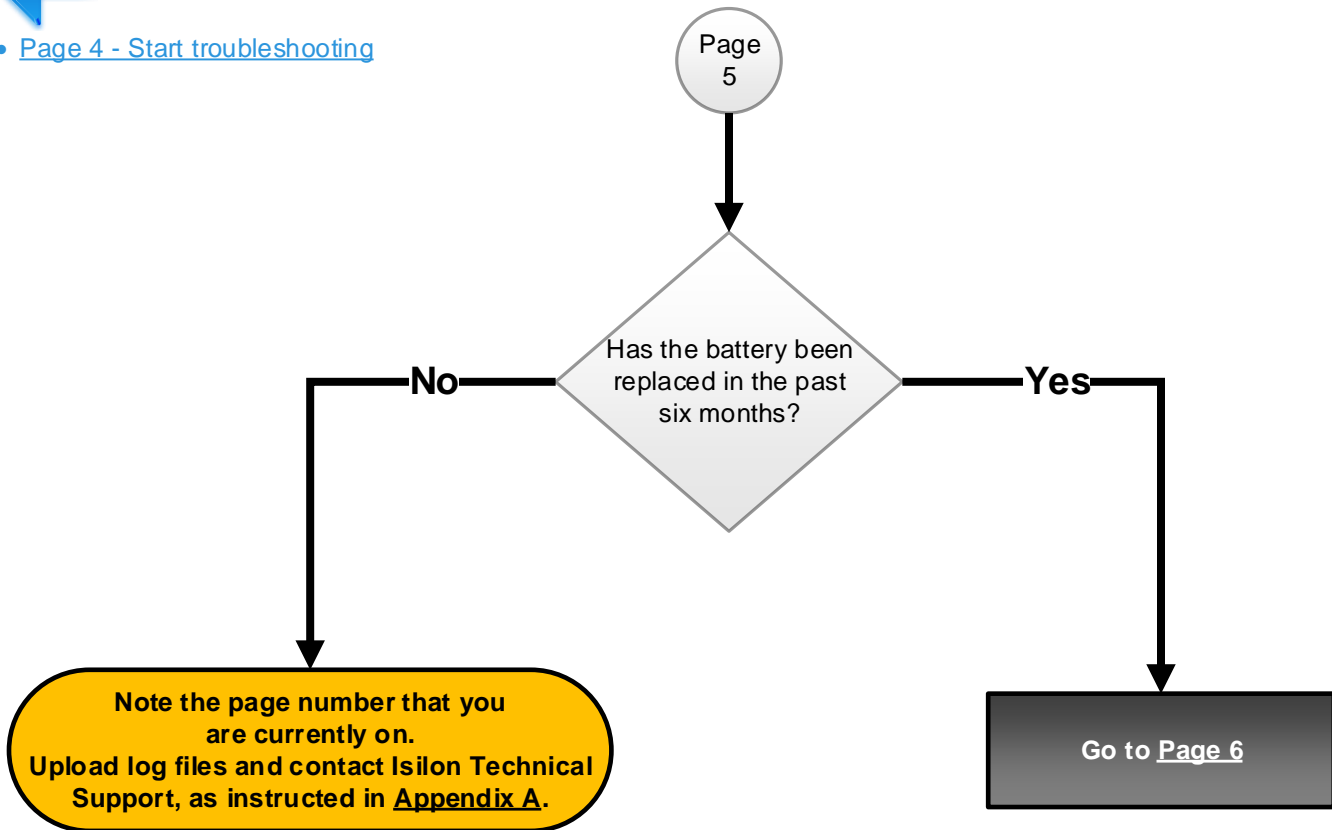


# Battery failures



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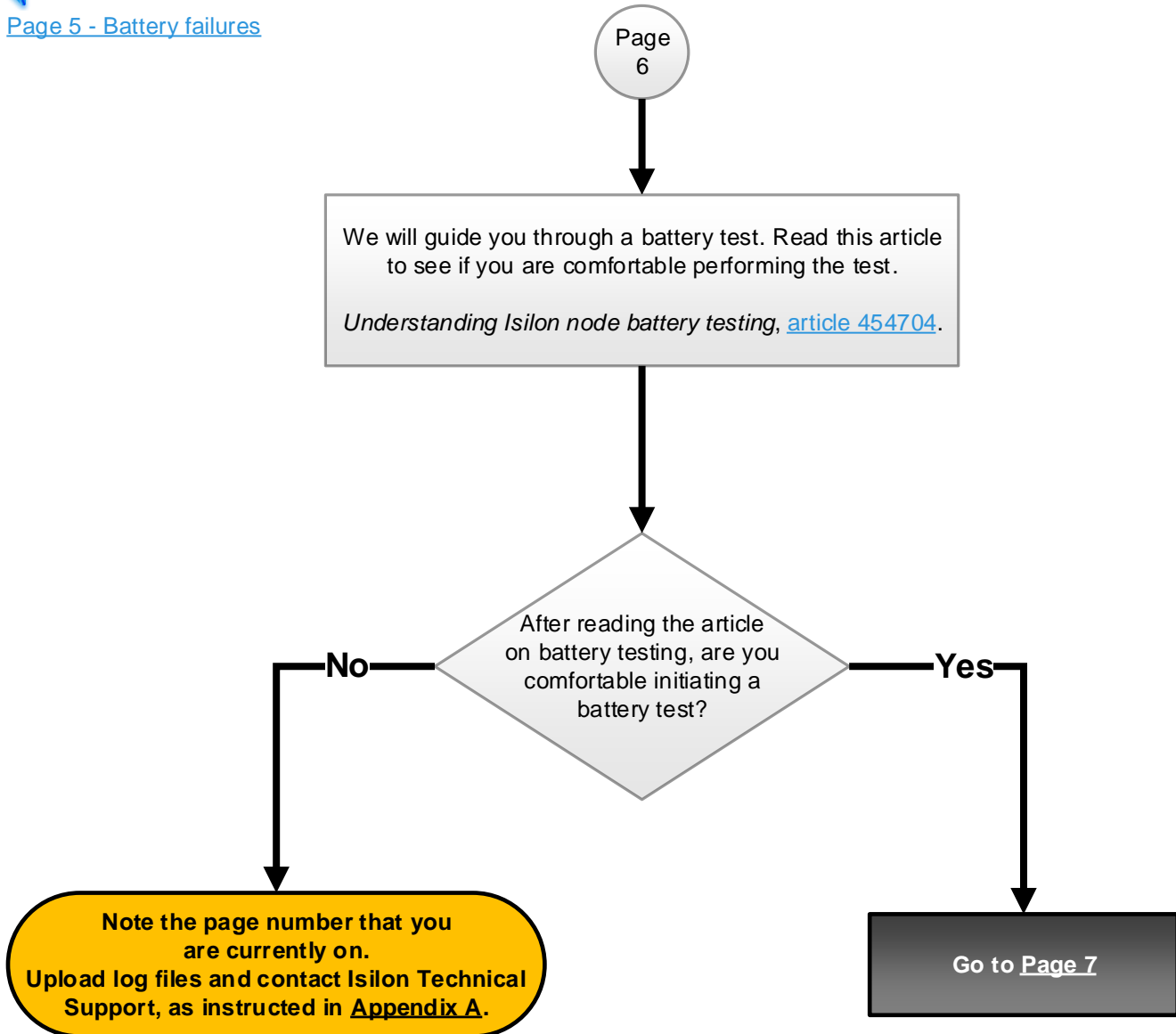


## Battery failures (2)



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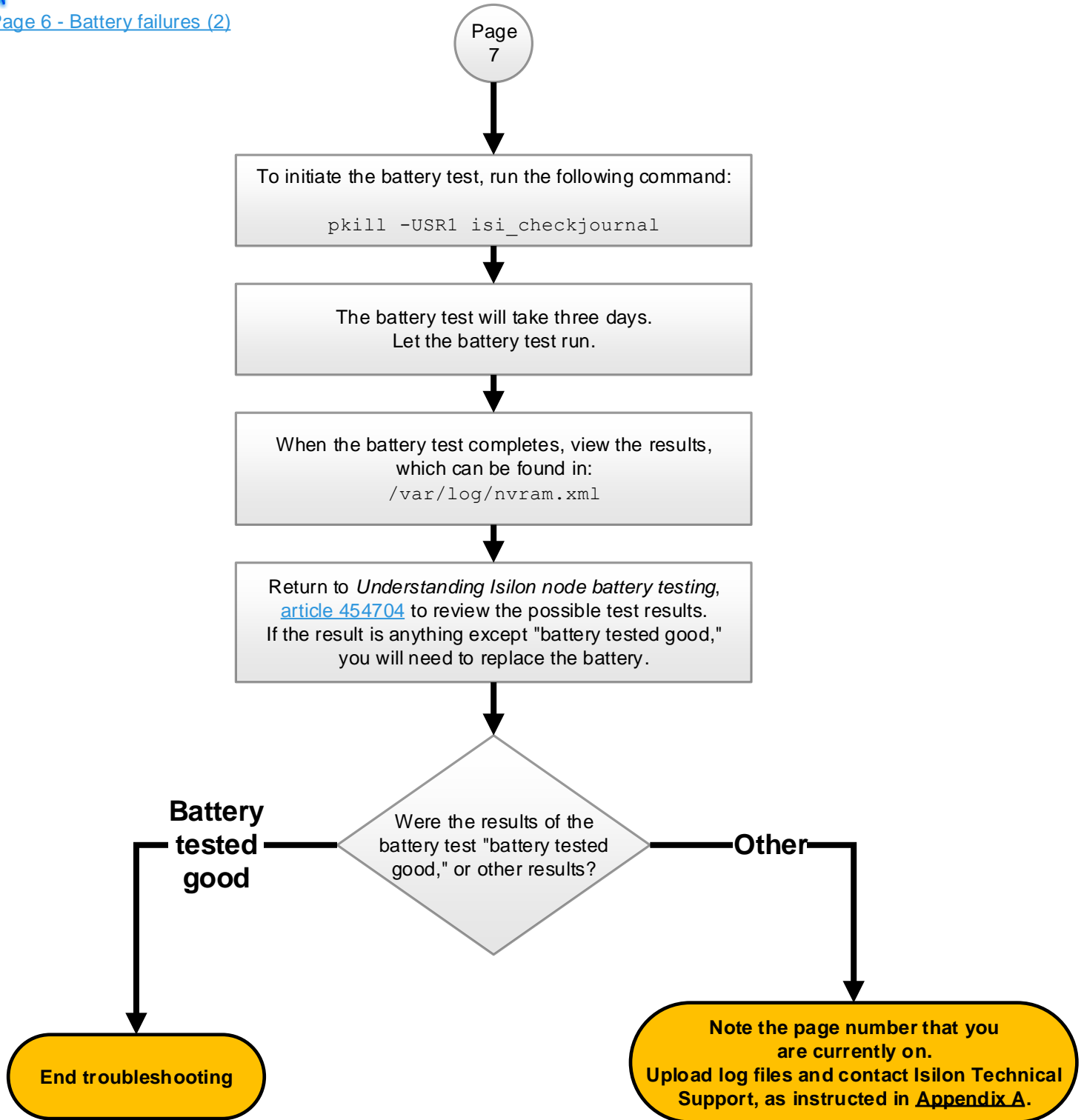


## Battery failures (3)



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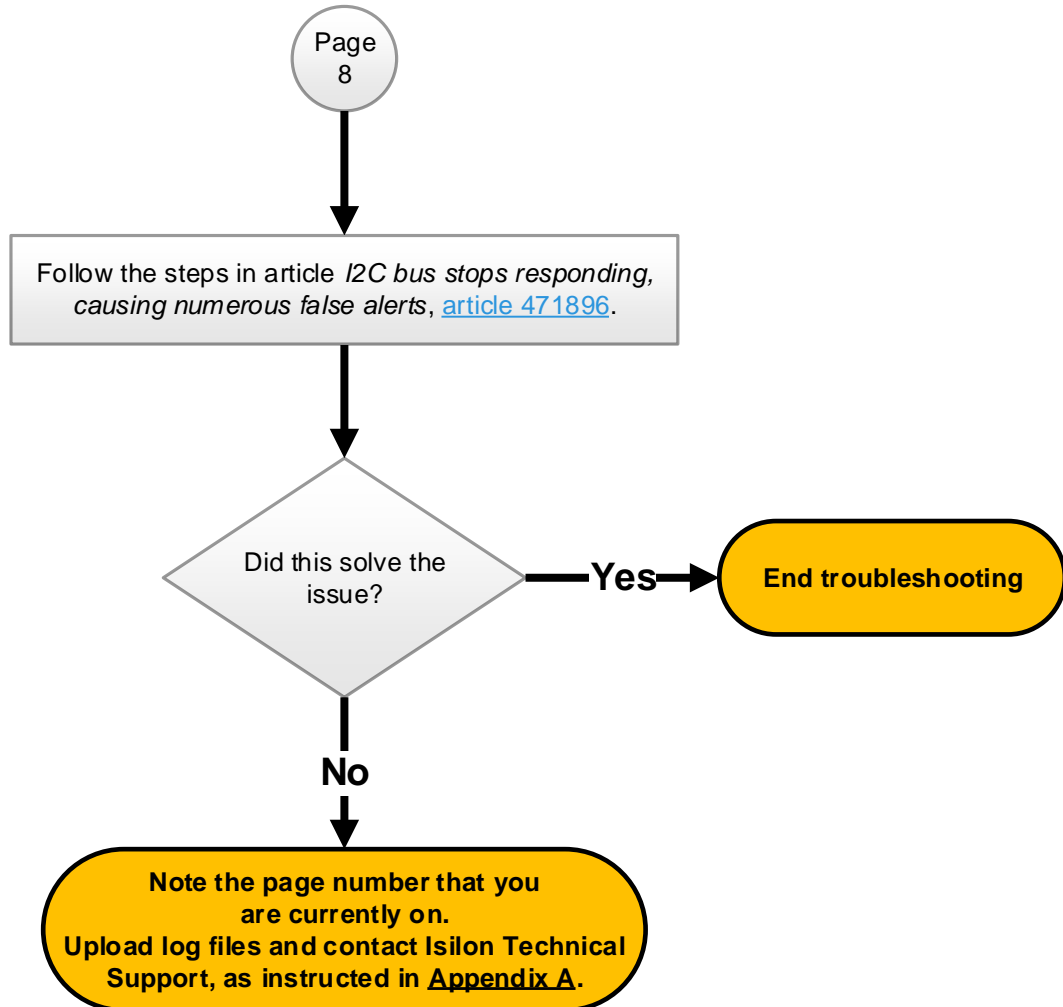


## Battery failures (4)



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# Appendix A: If you need further assistance

## Contact EMC Isilon Technical Support

If you need to contact [Isilon Technical Support](#) during troubleshooting, reference the page or step that you need help with. This information and the log file will help Isilon Technical Support staff resolve your case more quickly.

## Upload node log files and the screen log file to EMC Isilon Technical Support

1. When troubleshooting is complete, type `exit` to end your screen session.
2. Gather and upload the node log set and include the SSH screen log file by using the command appropriate for your method of uploading files. If you are not sure which method to use, use FTP.

### ESRS:

```
isi_gather_info --esrs --local-only -f /ifs/data/Isilon_Support/screenlog.0
```

### FTP:

```
isi_gather_info --ftp --local-only -f /ifs/data/Isilon_Support/screenlog.0
```

### HTTP:

```
isi_gather_info --http --local-only -f /ifs/data/Isilon_Support/screenlog.0
```

### SMTP:

```
isi_gather_info --email --local-only -f /ifs/data/Isilon_Support/screenlog.0
```

### SupportIQ:

Copy and paste the following command.

**Note:** When you copy and paste the command into the command-line interface, it will appear on multiple lines (exactly as it appears on the page), but when you press **Enter**, the command will run as it should.

```
isi_gather_info --local-only -f /ifs/data/Isilon_Support/screenlog.0 --noupload \  
--symlink /var/crash/SupportIQ/upload/ftp
```

3. If you receive a message that the upload was unsuccessful, refer to [article 16759](#) on the EMC Online Support site for directions on how to upload files over FTP.

# Appendix B: How to use this flowchart

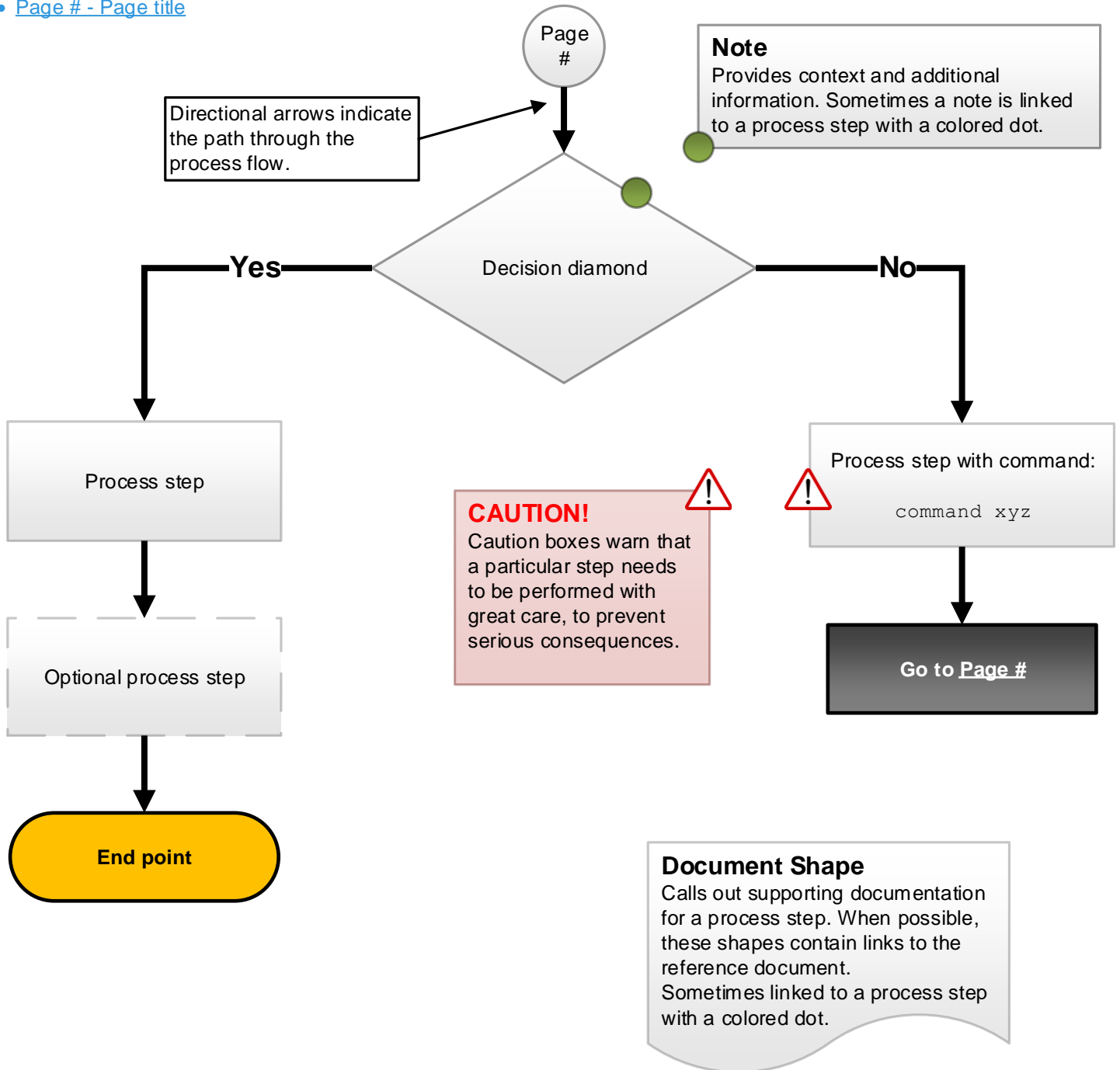
## Introduction

Describes what the section helps you to accomplish.



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