



## How to Post a SANBlaze JIRA

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Date: October 7, 2019

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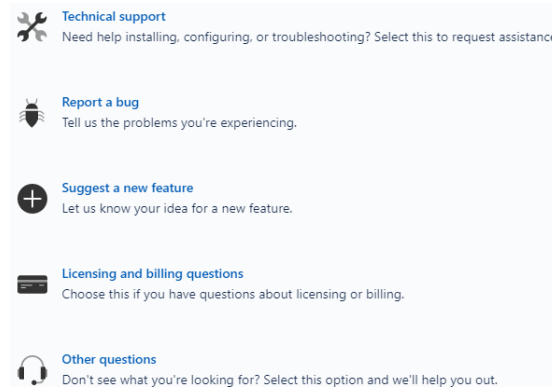
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# 1. Access the SANBlaze JIRA Web Page

You can access the SANBlaze JIRA web page with following URL:

<https://sanblaze.atlassian.net/servicedesk/customer/portals>

The following categories display. Select the category most closely related to your request.

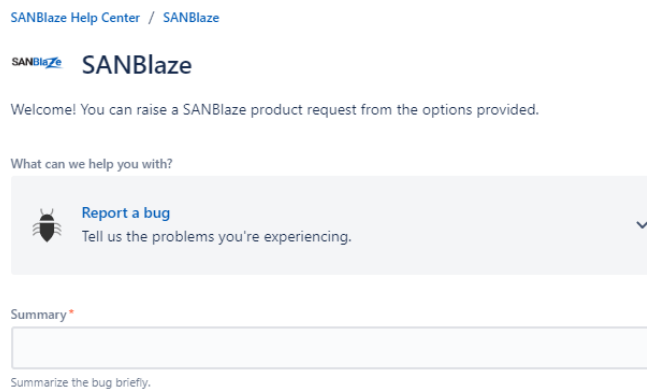


# 2. How to Post a JIRA for Technical Support or Report a Bug

Technical support and debug involve the interactions between users and SANBlaze technical support engineers. It is very important to describe the problem clearly, duplicate the problem, post relative test scripts, test commands/sequences, test results, and provide tracing reports and system log files, which will be very helpful for SANBlaze engineers to locate the failure quickly, get to the root cause of the issue, and provide solutions.

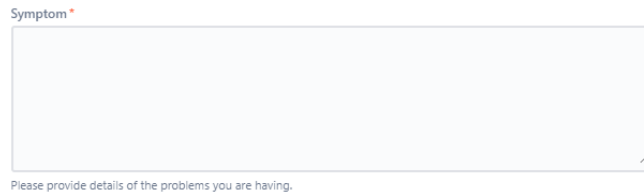
## 2.1 Describe the Problem

Describe the problem clearly and briefly in the “Summary” entry of the JIRA as follows:



## 2.2 Provide Symptom

Describe the issue in detail and **how to duplicate the problem** in the “Symptom” window as shown below. It should include related test script name, test commands given in the sequence they were performed, and any failure patterns that were shown in the output. If the commands were performed in the CLI, please also use the *date* command at the CLI prompt and copy and paste the date, commands performed, and output into the Jira.

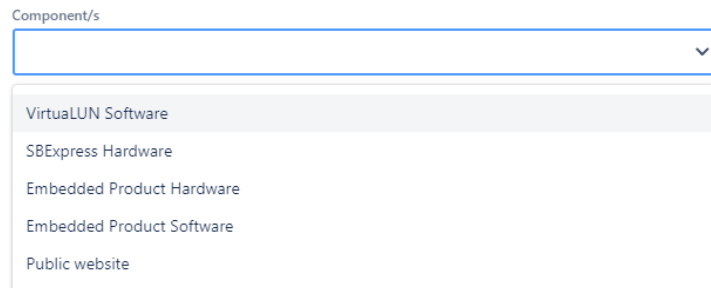


Symptom \*

Please provide details of the problems you are having.

## 2.3 Select Components

Select any related components such as hardware or software issue, for example.



Component/s

- VirtuaLUN Software
- SBExpress Hardware
- Embedded Product Hardware
- Embedded Product Software
- Public website

## 2.4 Extract Necessary Tracing Reports and System/Software Logs

In general SANBlaze technical support engineers have no way to access users’ testers and drives because of company firewall protocols and security concerns. The failure test results, tracing reports, and system/software logs are the most important data for SANBlaze engineers to debug the issue quickly.

### 2.4.1 How to Extract System/Software Log Files

After duplicating the failure in the steps above, extract the system/software log files as follows. Click the IP button like “192.168.100.111 vlun-111” in left-hand menu, then click the **Export Logs** button on the right side.

**SANBlaze VirtualLUN**

- Multi-System Manager
- Multi-System Targ Setup
- Multi-System Init Setup
- Multi-System Init Start
- Multi-System Overview
- Multi-System Status
- SBExpress Manager
- 192.168.100.111 vln-111
- Initiator Quick Setup
- Initiator Quick Start
- System Overview
- System Devices
- Quarch Setup
- Init NVMe:0
- Tracing
- Configuration
- User Management
- Maintenance (S02448) EXPIRING SOON
- Poweroff/Reset
- User Guide (targ)
- User Guide (init)
- CLI User Guide (targ)
- CLI User Guide (init)
- Release Notes
- User Guide PDFs

### SANBlaze VirtualLUN

Select an item on the image map to view settings.

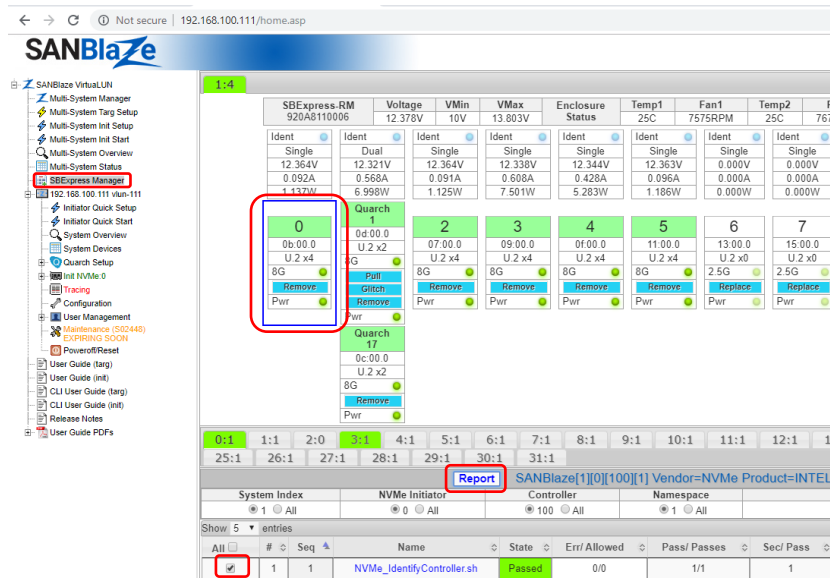
192.168.100.111  
vln-111  
0 IOPS  
0.00 MB/s

SANBlaze VirtualLUN System Status ?			
Hostname	vln-111	SW Version	V8.1-64-dev
IP Address DHCP: <input checked="" type="checkbox"/>	192.168.100.111	Kernel Release	4.9.107
Gateway	192.168.100.1	HW Address	AC:1F:6B:48:07:58
Netmask	255.255.255.0	Management Port	eth0 ▾
lometer host	127.0.0.1	lometer Kit	<a href="#">Download</a>
Date	10/04/2019	Time	01:15:46 PM
Timezone	(GMT -5:00) US & Canada Eastern Time ▾		
NTP server Enable: <input type="checkbox"/>	0.fedora.pool.ntp.org	DNS address	192.168.1.11
Current User	system <a href="#">Change</a>	Menu Options	Auto-Refresh <input checked="" type="checkbox"/> Fast-Mode <input type="checkbox"/> Show-Init <input type="checkbox"/>
Disk Usage	6%	Command Shell	<a href="#">Open Shell</a>
Log File	Errors: <input type="checkbox"/> Warnings: <input type="checkbox"/> Information: <input type="checkbox"/>	/virtualun/log/messages	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Export Logs</a>
Remote Control	Enable: <input type="checkbox"/> Allow Remote Systems to Control: <input type="checkbox"/> Control Other Systems: <input type="checkbox"/>		
Show Inactive LUNs	<input checked="" type="checkbox"/>	Override Security	<input type="checkbox"/>
Quarch Integration	<input checked="" type="checkbox"/>	SBExpress NVMe Support	<input checked="" type="checkbox"/>
Apply or Discard changes on this page		<a href="#">Apply</a>	<a href="#">Cancel</a>
VirtuaLUN Memory	Total=61894MB	Allocated=0MB	Remaining=61894MB

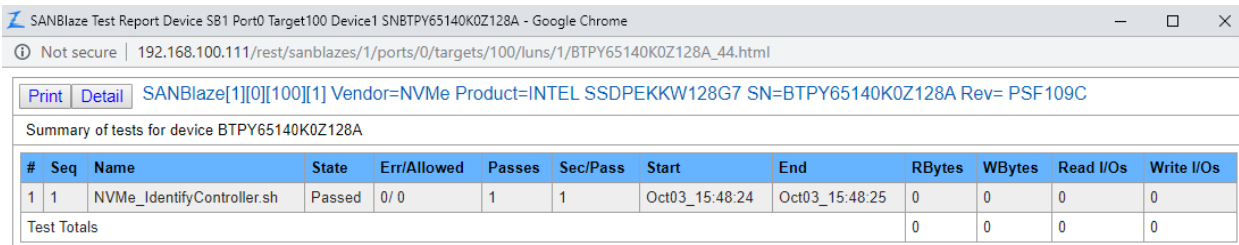
This will save the system/software logs as file *logs.tz* in your Downloads directory.

## 2.4.2 How to Pull Test Results

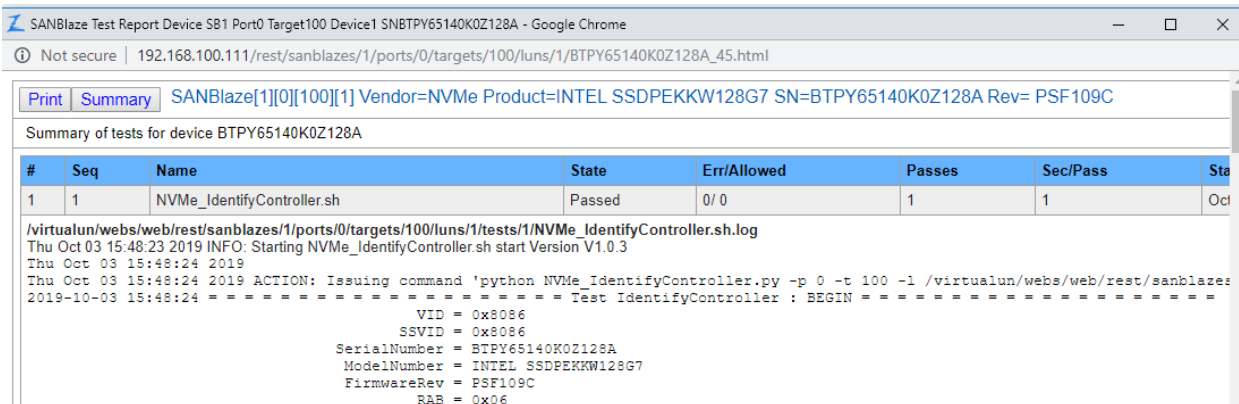
If you ran a script and got a failure, you can save the failure test output as follows. Click “SBExpress Manager” on the left-hand side of the menu, select the failure target, check the failure test checkbox, and click the **Report** button as shown highlighted in red below



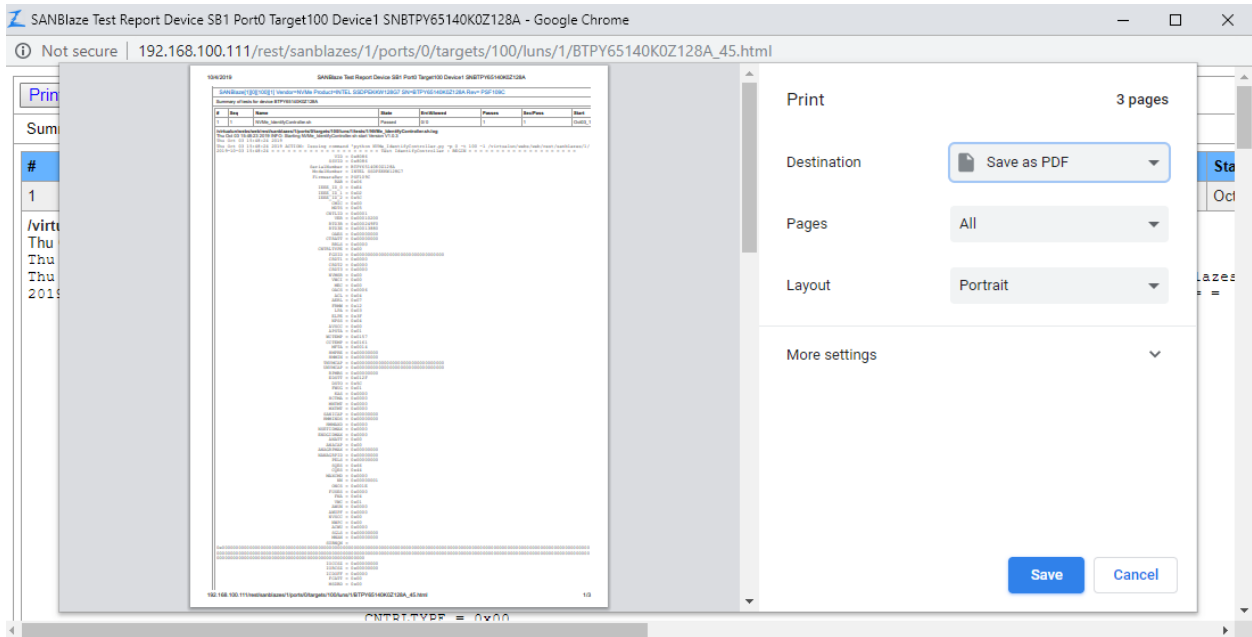
This displays another window as follows:



Click the **Detail** button above to display the detailed report (shown below):

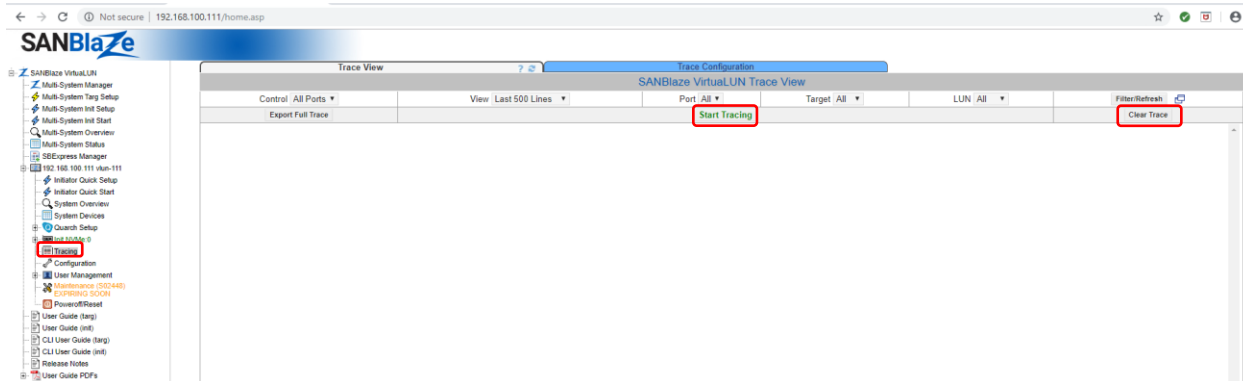


Select the **Print** button above and select **Save as PDF** to save the test results into a single PDF report that you can attach to the Jira.



### 2.4.3 How to Pull Tracing Report

Before duplicating the failure, stop and clear current tracing: Click **Tracing** on the left-hand menu, then click **Stop Tracing** and **Clear Trace** until you see the tracing window is cleared and the button shows up as **Start Tracing**.



Click the **Start Tracing** button (the button will change to **Stop Tracing**). Now run the same test to duplicate the failure.

Once the failure is duplicated, click the button **Stop Tracing**, then click the **Export Full Trace** button and it will save as file *trace.zip* in your Downloads directory.

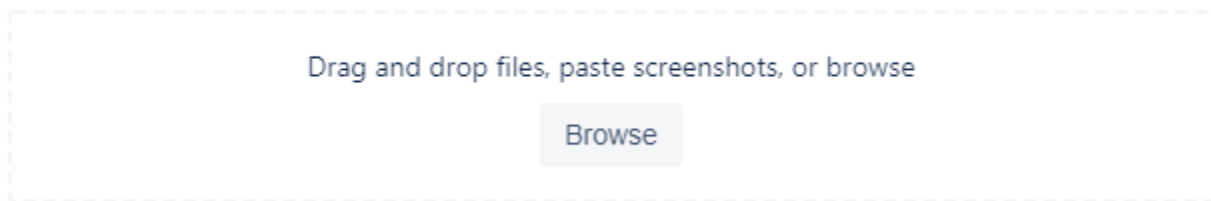
### 3. Attach Necessary Files and Logs into the JIRA

Attach the necessary scripts, commands issued and their sequence, test results, tracing reports, and log files into the JIRA using the Attachment window. The following attachments are expected:

- Test script for duplication (if available)
- System/software log file *logs.tz* from section 2.4.1 above
- Test results file from section 2.4.2 above, or screen shots if run command sequence to duplicate
- Tracing report file *trace.zip* from section 2.4.3 above

You can drag or drop these files in JIRA “Attachment” area below:

Attachment



After attaching the necessary files and logs into the JIRA, click the button **Send** to send to SANBlaze technical support engineers for review.