SANBlaze

How to Post a SANBlaze JIRA

Date: October 7, 2019

Table of Contents

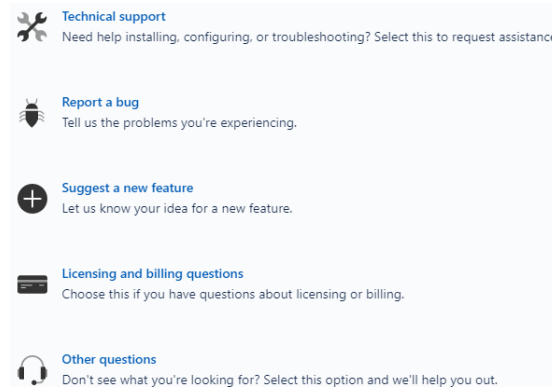# 1. Access the SANBlaze JIRA Web Page

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.
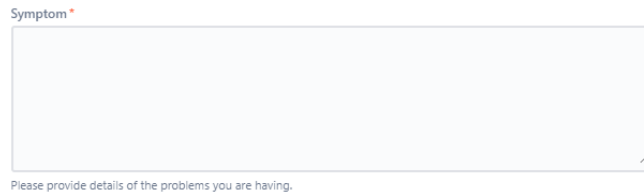
2.1 Describe the Problem

Describe the problem clearly and briefly in the "Summary" entry of the JIRA as follows:
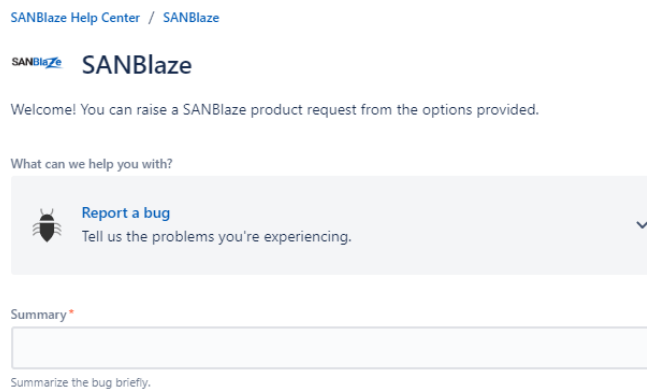
2.2 Provide Symptom

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.
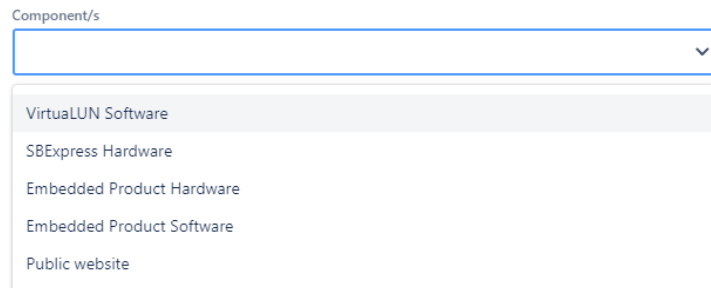
Symptom *

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.

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
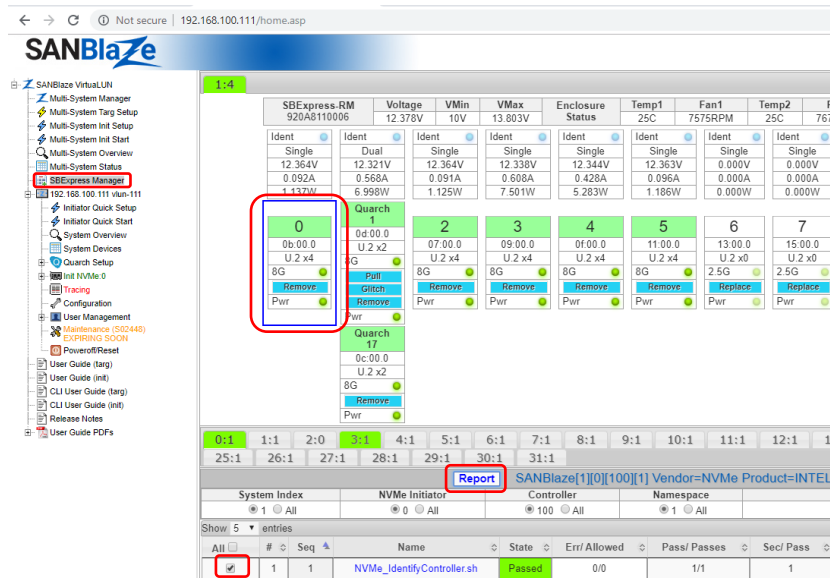
This displays another window as follows:
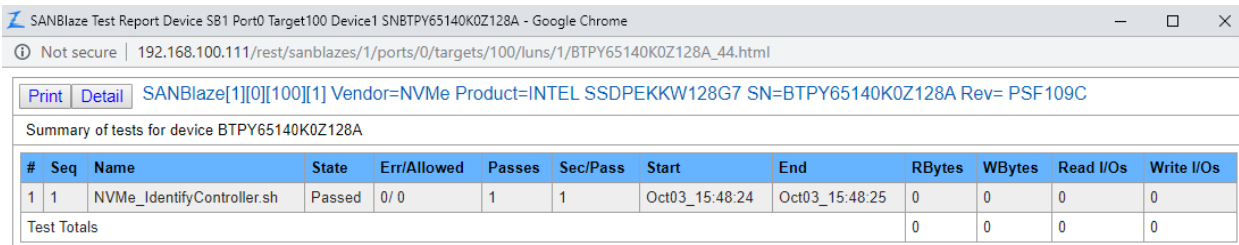
Click the **Detail** button above to display the detailed report (shown below):
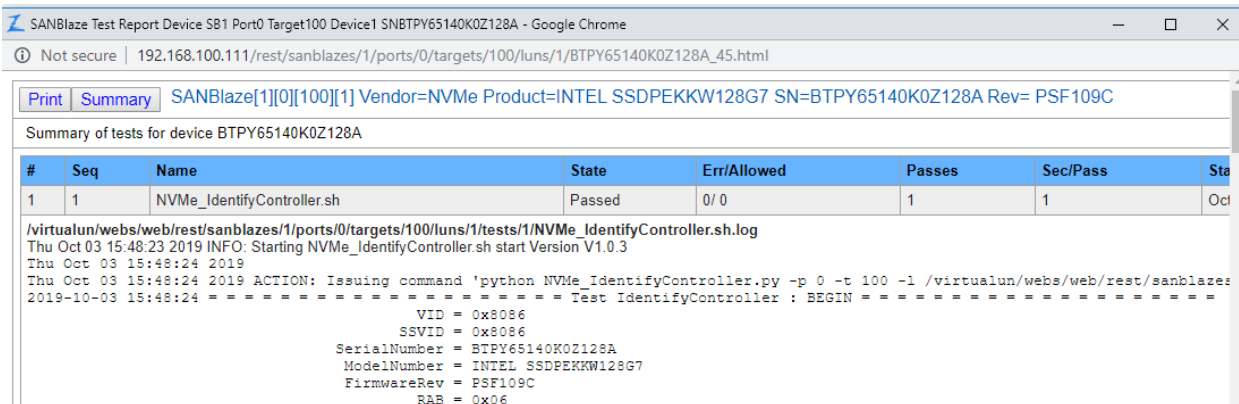
Select the **Print** button above and select **Save as PDF** to save the test results into a single PDF report that you can attach to the Jira.

2.4.3 How to Pull Tracing Report

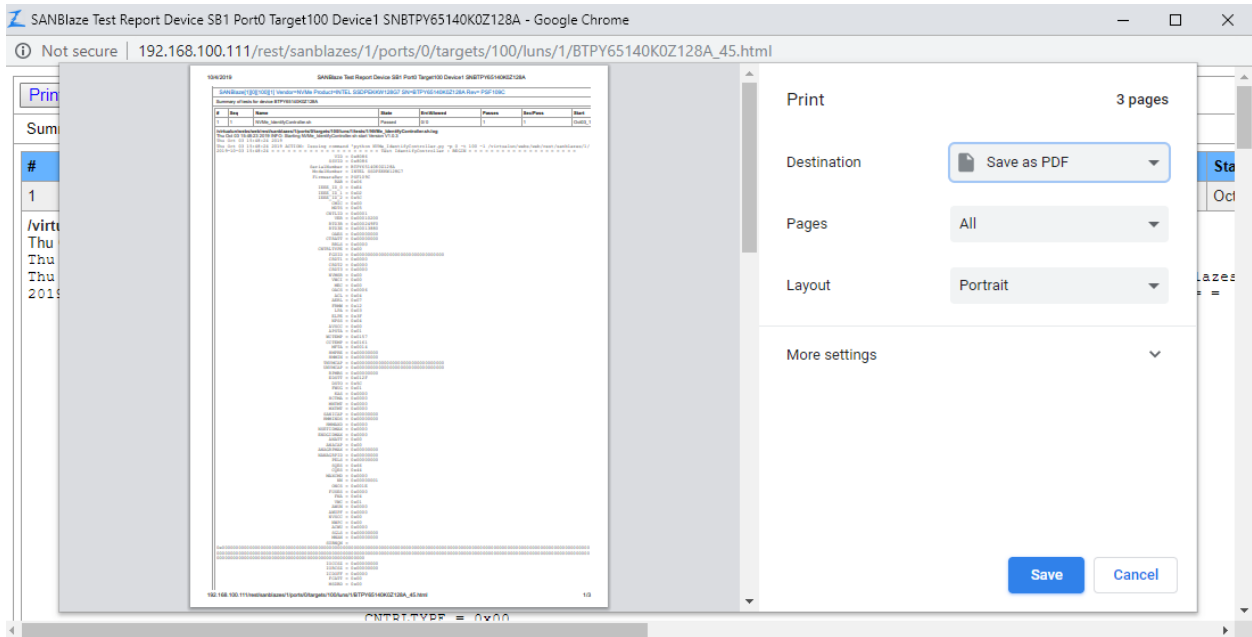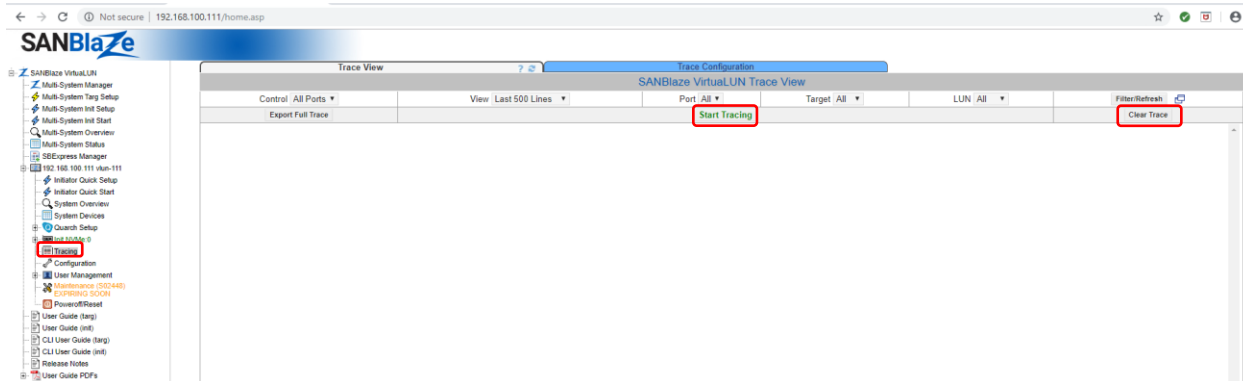Before duplicating the failure, stop and clear current tracing: Click **Tracing** on the left-hand menu, then click **Stop Tracing** and **Clear Trace** until you see the tracing window is cleared and the button shows up as **Start Tracing**.

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.
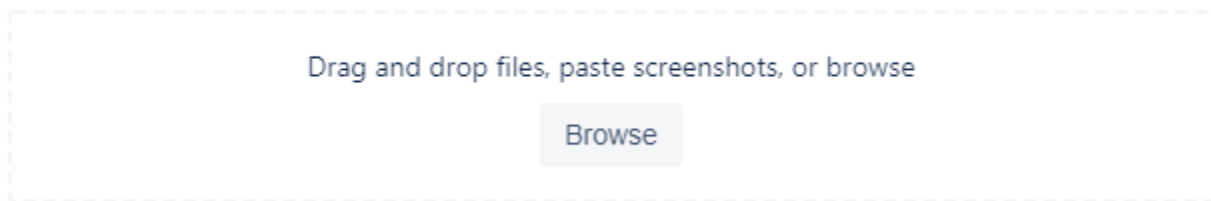
3. Attach Necessary Files and Logs into the JIRA

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

```
Drag and drop files, paste screenshots, or browse

                    Browse
```

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