

Torque

How do I use the support-diag.py script to upload site information?

Problem:

When Adaptive Computing needs information to diagnose a problem, it's important support and development personnel have configuration and logs available to investigate the problem(s). This can be a lot of data, which would be difficult to gather manually. Fortunately, it's been simplified.

Solution:

When Moab is installed, there is a tool directory that contains the script "support-diag.py". This script will bundle up all of the information, and attempt to upload it to Adaptive Computing's ssh server, which is securely configured to protect your information.

Note: If you are asked to provide specific higher-level logs, you may need to elevate the log level(s). Refer to this KB article for how to accomplish that: <http://kb.adaptivecomputing.com/phpmyfaq/index.php?action=artikel&cat=1&id=219&artlang=en>

The way you use the script depends on whether or not your Moab server has internet access.

NOTE: The script must be run as root in order to collect all the information we might need!

If your Moab/Torque server can access the Internet:

On that server, run the command, providing the Salesforce ticket number after the "-t" (replace the "<tkit-no>" string in the examples below):

```
$MOABHOMEDIR/tools/support-diag.py -t <tkit-no>
```

It will package up the information, then prompt for a password. Use "hello" (without the quotes). The information is uploaded to our support server, but only Adaptive people will have access to it.

If your Moab/Torque server cannot access the internet:

This case is only a little more complicated. Add the "-n" option in front of the "-t" like so:

```
$MOABHOMEDIR/tools/support-diag.py -n -t <tkit-no>
```

In this case, the script will create a file you can manually copy to a server that does

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have internet access, then upload the file from there. Assuming the file was named "myserver.12345.tar.gz", copy it to a server that has Internet access, then on to our support server, using the same password, like this:

```
scp myserver.12345.tar.gz guest@ssh.adaptivecomputing.com:/home/guest
```

If you're asked to provide MOM logs, those can be copied from <torque-home>/mom_logs in the same manner. Please make a copy of the log file, rename the copy to include the ticket number, and gzip the file. It's then copied using an scp command similar to the example above.

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Author: Rob Greenbank

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